KeysightCare Technical Support
Technical & Application Support, Stronger – Together

Industry Trends
According to a recent survey by Dimensional Research, 62% of technical companies surveyed, reported an incorrect setup of test instruments impacts their business results. 89% of the companies said they would be more efficient with faster access to test experts and knowledge resources, and of these test professionals, 95% seek technical support every month.

That is where KeysightCare Technical Support comes in; providing technical support through the KeysightCare Knowledge Center and by our technical experts who have in-depth knowledge of leading-edge technologies, industry standards, compliance, applications and the instruments and software used in your test systems.

Keysight’s Support Strategy and Commitment
With decades of test and technology experience, Keysight knows that your test system up-time, measurement accuracy, and understanding of new technologies are vital to your test and measurement success. There is no need to tackle your technical challenges alone. KeysightCare is committed to providing the help you need now with best-in-class test and measurement customer care and dedicated, proactive support for instruments, software, and solutions. With KeysightCare you can expect faster response times, faster access to specialized experts, and faster time to resolution. This datasheet provides the details and benefits of KeysightCare Technical Support, a key part of KeysightCare, and how you can get started.

KeysightCare Technical Support provides:
• Unlimited access to technical experts with committed response times
• Access to a 24/7 Knowledge Center
• Access to the Keysight Support portal and case management

Save time with KeysightCare technical support:
• Faster, predictable access to technical experts
• Faster resolution of technical support issues
• Prevention of potential support issues
Table of Contents

Keysight’s Support Strategy and Commitment ................................................................. 1
KeysightCare Technical Support Definitions ................................................................. 3
Meet KeysightCare Technical Support ............................................................................. 4
What KeysightCare Support Means to you ................................................................... 6
Contact KeysightCare Technical Support ....................................................................... 8
Upgrade Your KeysightCare Coverage ........................................................................... 10
Special Cases .................................................................................................................. 13
Winning in Your Markets ............................................................................................... 14
# KeysightCare Technical Support Definitions

<table>
<thead>
<tr>
<th>Service term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entitlement</td>
<td>KeysightCare entitlement is typically linked to a serialized asset and provides unlimited users of the company that owns the Keysight asset (hardware or software) support services as defined in KeysightCare’s multiple tiers. Customers with large inventories of Keysight assets may be eligible to procure site wide technical support coverage in addition to serialized entitlements such as KeysightCare Assured, Enhanced or Software Support. Please contact your Keysight Account Manager for more information.</td>
</tr>
<tr>
<td>Technical Support</td>
<td>Customers with an entitled KeysightCare asset or software can access the Keysight Support portal at support.keysight.com, using your company domain email address, to open a support case. Remote technical support is also provided by telephone and/or email found at Contact KeysightCare Support. Consult Consulting Services – Keysight experts, familiar with advanced test methods and standards use Keysight hardware and software to optimize your specific measurement needs and test strategies. Education Services – Keysight experts provide custom training for making accurate measurements. Test System Support - if an entitled asset is used as part of a test system, only the specific entitled asset will be supported. Please contact Keysight if you are interested in these additional services.</td>
</tr>
<tr>
<td>Response time</td>
<td>Response times apply to technical support provided by the global KeysightCare Technical and Application Support team (KTAS). Time is in the local country’s KTAS business hours. Measured response time starts with the initial customer contact and a meaningful response from the K-TAS team. The customer should provide their asset’s serial number or application software’s host ID so the correct level of support can be obtained. The first contact and response come from a technical expert, who is knowledgeable in the product or technology area, skilled at debugging and diagnosis, and remains diligently focused on the case through closure. See Business hours for regional details.</td>
</tr>
<tr>
<td>Keysight Support</td>
<td>Use the Keysight Support portal at support.keysight.com to access support and service resources related to your assets. Keysight Support provides online access for you to submit service requests, browse the Knowledge Center’s content 24x7, and check the progress of submitted cases and requests. All KeysightCare tiers include access to Keysight Support.</td>
</tr>
<tr>
<td>Application software updates</td>
<td>Application software updates are only available through KeysightCare Application Software Support. Security fixes and bug fixes may be addressed without a KeysightCare agreement and are always included with valid KeysightCare Application Software Support agreements. Keysight provides software release update notifications to customers for all KeysightCare-entitled software.</td>
</tr>
<tr>
<td>Firmware updates</td>
<td>Keysight provides firmware release update notifications to customers for all KeysightCare Assured and Enhanced entitled instruments registered in the Keysight Support portal.</td>
</tr>
</tbody>
</table>

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Consulting Services – Keysight experts, familiar with advanced test methods and standards use Keysight hardware and software to optimize your specific measurement needs and test strategies.

Education Services – Keysight experts provide custom training for making accurate measurements.

Test System Support - if an entitled asset is used as part of a test system, only the specific entitled asset will be supported.

Please contact Keysight if you are interested in these additional services.
Language coverage for technical support

<table>
<thead>
<tr>
<th>Technical Support Region</th>
<th>Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>Americas</td>
<td>English</td>
</tr>
<tr>
<td>Europe, Middle East, Africa, India (EMEAI)</td>
<td>English</td>
</tr>
<tr>
<td>Greater China</td>
<td>Chinese Simplified, Chinese Traditional, English</td>
</tr>
<tr>
<td>Japan</td>
<td>Japanese, English</td>
</tr>
<tr>
<td>Korea and South Asia Pacific</td>
<td>English, Korean</td>
</tr>
</tbody>
</table>

Service Definition Tool

Refer to the KeysightCare Service Definition Tool to check by model number if KeysightCare is available for an instrument or application software, including the specific service level agreement.

Meet KeysightCare Technical Support

Connect with a group of world-class technical experts in multiple languages. KeysightCare provides global coverage with technical experts in all regions including Americas, South Asia Pacific, and Korea, EMEAI (Europe, Middle East & India), Greater China (China, Taiwan, and Hong Kong), and Japan. The KeysightCare Technical Support global team works together, with state-of-the-art collaboration tools and processes to efficiently share knowledge and expertise while focusing on your test success.

Keysight Technical and Application Support Engineers

The Keysight Technical and Application Support (KTAS) team consists of accredited and experienced experts with PhD’s, master’s, and bachelor’s degrees in electrical engineering, physics, and mathematics. The KTAS support engineers have multiple years of domain expertise in the respective fields of electronic test and measurement and are closely connected with our R&D teams which enable a deep understanding of the measurement science behind each instrument including calculations and methodology so you can be confident in receiving the best technical support possible.

Additionally, KTAS engineers specialize in one of five key technical areas that include general test and automation, digital photonics test, component test, wireless devices including RF & μWave, and application software. KTAS engineers often work hands-on with the instruments and PathWave design software, specific to their technical area of specialty, to replicate measurement setups to support your test and instrument queries quickly and accurately.
### Keysight Technical & Application Support Engineers

1. **General Test & Automation**
   
   ![](image1)
   
   Includes but not limited to parametric test and power device test semiconductor analyzer, DMM, DAQ, function generators, counter, power products, battery, and power analyzer. BenchVue, VEE Pro, Command Expert, IO Libraries

2. **Digital Photonics Test (DPT)**
   
   ![](image2)
   
   Includes but not limited to high performance and mid-range oscilloscopes, DSA, DSO, MSO, UXR, Infinivision, sampling oscilloscopes and heads, DCA-X, DCA-M, BERT, J-BERT, AWG, logic analyzer, protocol analyzer photonic test and measurement plus LCA

3. **Component Test**
   
   ![](image3)
   
   Includes but not limited to network analyzers, PNA, ENA, impedance, and parameter analyzers, mmWave, eCal, FieldFox, RF & µWave test accessories, power sensors, power meters, noise figure

4. **Wireless Device (WD)**
   
   ![](image4)
   
   Includes but not limited to Signal analyzers, X-Series SA, EXA, MXA, PXA, UXA, phase noise, wireless & 5G, signal sources, MXG, PSG, UXG, modular VXG and VSA, AWG

5. **PathWave Design Software**
   
   ![](image5)
   
   Includes but not limited to EEsof Advanced Design System, EMPro, RF Synthesis, RFIC Design, System Design, Device Modeling, Model Builder, Model QA, WaferPro, A-LFNA, Pathwave Advanced Design System (ADS), Pathwave EM Design (EMPro), PathWave RF Synthesis (Genesys), Pathwave RFIC Design (GoldenGate), Pathwave System Design (SystemVue), Pathwave Device Modeling (IC-CAP), Pathwave Model Builder (MBP), Pathwave Model QA (MQA), A-LFNA
What KeysightCare Support Means to you

When small test problems build up and workflows break down, it can significantly impact project schedules. Stay ahead of the curve: KeysightCare is a priority-one connection between our resources and your teams. Through committed, accessible, and proactive engagement, we will help you improve time to market, reduce costly unplanned downtime, and delays. Whether you have a test, application, instrument, or software question, we know response time counts.

KeysightCare Technical Support provides the test expertise and support you need:

- Make unlimited calls, and/or open multiple technical support cases
- Access to technical experts with committed response times, ranging from ≤ 2 business hours to ≤ 2 business days, depending on your KeysightCare agreement
- 24/7 access to Keysight Support
- 24/7 access to the Knowledge Center with technical articles and videos

Most common technical support services

Mitigating project risk is one of our primary objectives. You can rely on KeysightCare to support your teams with quick setup, configuration and continued operation of your new instruments and software to accelerate your speed to opportunity. But we don’t stop there. Technical support will assist with your instruments and software application questions, and how to make specific measurements. Additionally, our support engineers help with application software and firmware upgrades, licensing questions, and test automation. Many of the program and code examples are available in languages such as Python, MATLAB, C#.net, VB.net, VEE Pro, LabView and others.

We are by your side when you need help to troubleshoot and isolate test, instrument, or software failures and determine the best steps to resolution.
## Technical Support Coverage

<table>
<thead>
<tr>
<th>Without KeysightCare</th>
<th>KeysightCare</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General technical support for hardware and software</strong></td>
<td></td>
</tr>
<tr>
<td>Pre-purchase inquiries</td>
<td>✓</td>
</tr>
<tr>
<td>Frequently Asked Questions (FAQs)</td>
<td>✓</td>
</tr>
<tr>
<td>Industry Test Standards information</td>
<td></td>
</tr>
<tr>
<td>Technical inquiries after purchase with access to experts</td>
<td></td>
</tr>
<tr>
<td>Troubleshooting</td>
<td></td>
</tr>
<tr>
<td>Committed technical support response times</td>
<td></td>
</tr>
<tr>
<td>Pro-active Getting Started tours and assistance on select instruments</td>
<td></td>
</tr>
<tr>
<td>Assist with application questions regarding instruments, software, and measurements</td>
<td></td>
</tr>
<tr>
<td>Programming and automation guidance with access to code examples</td>
<td></td>
</tr>
<tr>
<td><strong>Hardware specific</strong></td>
<td></td>
</tr>
<tr>
<td>Initial failure and fault diagnosis support</td>
<td></td>
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<tr>
<td>Instrument setup assistance</td>
<td></td>
</tr>
<tr>
<td><strong>Software specific</strong></td>
<td></td>
</tr>
<tr>
<td>Perpetual License issues</td>
<td>✓</td>
</tr>
<tr>
<td>Setup, and upgrade assistance to latest revision</td>
<td></td>
</tr>
<tr>
<td><strong>Keysight Support</strong></td>
<td></td>
</tr>
<tr>
<td>Access to Keysight Support portal</td>
<td>✓</td>
</tr>
<tr>
<td>Access to the Keysight Knowledge Center with technical articles</td>
<td>✓</td>
</tr>
<tr>
<td>Online and direct communication with technical experts</td>
<td></td>
</tr>
<tr>
<td>Proactive KeysightCare repair and calibration status updates</td>
<td></td>
</tr>
<tr>
<td>Access to troubleshooting guides</td>
<td></td>
</tr>
</tbody>
</table>
Contact KeysightCare Technical Support

In addition to your test and measurement questions, you can also request information on product comparisons, technical configuration, and quotations. Be sure to include your product’s (asset) model and serial number. There are two ways to get in touch with us:

1. The Keysight Support portal at support.keysight.com is the most efficient way to log a case and get direct access to peaked experts in our global KTAS team. Make sure to create an account and check out the Keysight Support Portal - 10 tips to get started.

2. Wherever you are located, KeysightCare Technical Support emails and Toll-Free Numbers are available for you. You will also find the business working hours for the best times to call. Contact KeysightCare Support provides unlimited contact so you can request assistance whenever you need it including multiple times in a day and/or for multiple cases.

Remote Support

Innovation can occur anytime and anywhere, whether you are in the lab or working from home. Our KTAS engineers often provide remote access to Keysight’s test instruments and can log into your test instruments for review or test, upon your request. When helping to resolve an issue, we use your choice of collaboration tools such as MS TEAMS, Webex, Zoom, TeamViewer and more. In a world that is still evolving towards remote interactions, KTAS engineers accommodate your schedule whether your instruments are readily accessible, or if you need time to complete an interactive setup for additional support.

Keysight Support

The Keysight Support portal transforms lab management - whether you oversee thousands of instrument and software assets, or are working to solve a tough technical problem, the portal provides personalized, proactive access for all your support needs, including service agreements and entitlements. Learn about the value of the Keysight Support portal in this 2-minute video.

Using the Keysight Support portal’s self-service features you can access content, like application notes or FAQs, or talk with support engineers. Additionally, you can create new support cases, view real-time asset repair status, or check on calibration results. Each of your asset’s case history is visible to both you and KTAS, enabling your technical support engineer to provide you with proactive and personalized support.

For the best response time, Keysight recommends opening a support case using the Keysight Support portal which allows fast accurate identification of the asset and a quicker time to resolution. Cases entered in the Keysight Support portal go directly into a high priority queue, and because the asset’s
model and serial number are already verified, you receive the fastest access to a support engineer that specializes in your instrument and software area.

Summary of Keysight Support portal activities:

General
- Search for technical articles or product documentation
- Browse technical support videos
- Submit a technical support request (open a case)
  - Check progress of an open case
  - Check history and resolution of a closed case
  - Check asset’s warranty status
- Ability to setup a group of members to enable visibility of the same assets, cases, and service orders to stay well-connected and to improve work collaboration.

Hardware
- Download the latest version of firmware or instrument driver
- Check asset’s calibration due date
- View asset’s calibration history and download calibration certificates
- Request product’s KeysightCare entitlement renewal

Software
- Download the latest version of software
- Link to the Keysight Software Manger (KSM) to redeem or rehost software licenses
- Visit EEsol (PSS) portal
Importance of serial number and Host ID

KeysightCare entitlement, and access to specific product information in the Keysight Support portal, is tied directly to your Keysight asset/product’s:

- Serial number for hardware
- Host ID for Keysight’s software

Having your Keysight asset’s serial number(s) readily available for KeysightCare technical support activities will ensure fast response and ensure accurate asset information.

Understandably, it may be a bit more effort to retrieve your product’s identification. However, the value that comes with knowing the serial number or Host ID number is worth it. With a product serial number, you and the KeysightCare technical support team can review the product’s:

- Configuration, including options
- Warranty and repair history
- Calibration history
- Valid end user
- Legitimacy (not a duplicate or nonexistent s/n)
- Ensure correct legal ownership (not stolen)
- Identify if software is embedded on hardware or installed on a PC or Server
- Identify the software support subscription expiration date
- Identify available updates and enhancements

Use your asset serial number(s) and Host ID(s) to open a service requests or support case, whether you are using the portal, email, or via phone call. If you have several KeysightCare entitled assets, you can select a specific asset within a list for the support case, which makes all the relevant details, such as the serial number and firmware revisions, readily available to KTAS for a faster time to resolution.

Upgrade Your KeysightCare Coverage

KeysightCare is a comprehensive support model that goes beyond technical support and is designed to improve your time to market, reduce costly unplanned downtime, and delays. Whether you have a test equipment question, or need calibration or repair, we know response time is important to you.

KeysightCare provides complete customer care, far beyond basic warranty and technical support. There are 3 ways to upgrade your Keysight service level:

1. Accelerate the technical support response times with KeysightCare Assured and Enhanced while also having coverage for repair and calibration with committed turnaround times to minimize downtime.
2. Make sure your software is always current and you receive all the latest enhancements and notifications with KeysightCare Application Software Support
3. Add consulting or education services
## Service Description Summary

<table>
<thead>
<tr>
<th>Support Agreement Description</th>
<th>Warranty</th>
<th>KeysightCare Technical Support</th>
<th>KeysightCare Assured1</th>
<th>KeysightCare Enhanced1</th>
<th>KeysightCare Application Software Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Keysight Support Portal</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Access to technical and application support experts</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Technical support response times</td>
<td>≤ 2 business days</td>
<td>≤ 4 business hours</td>
<td>≤ 2 business hours</td>
<td>≤ 4 business hours2</td>
<td></td>
</tr>
<tr>
<td>Hardware Support</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Repair service coverage</td>
<td>●</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Repair service turnaround time4</td>
<td>No commitment</td>
<td>≤ 10 business days</td>
<td>≤ 7 business days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Calibration service3</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Calibration service turnaround time4</td>
<td></td>
<td>≤ 5 business days</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Proactive firmware release notifications</td>
<td>●</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Software Support</td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Features, enhancements, and maintenance releases</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>●</td>
</tr>
<tr>
<td>Proactive application software release notifications</td>
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<td></td>
<td>●</td>
</tr>
</tbody>
</table>

All the offered services are subject to legal terms and conditions. India, Israel, and Brazil TAT are excluded; repairs executed with commercially reasonable effort.

1. Only available in select countries. Please contact your local Keysight representative.
2. Application software support requires a KeysightCare Application Software Support Agreement. If both hardware and application software are under technical support entitlement, the best service level will prevail.
3. Calibration included in KeysightCare Enhanced, based on recommended calibration interval. Select any of the Keysight calibration options up to an accredited calibration, based on country and model availability. Standards lab calibration and custom calibration are not included.
4. Repair and calibration turnaround times do not include shipping, trans-shipping, or customs processing. In those cases where Keysight does not meet the committed turnaround times for repair and calibration, remediation is available. Keysight provides a 25% discount, applied against the next sequential KeysightCare renewal period on the same asset. It is applicable only to renewals of the same or higher-level service and has no cash value. KeysightCare repair service is followed by a complimentary calibration.
5. 1 year included, 3 or 5 years recommended.
KeysightCare Enhanced is available in the following countries:

<table>
<thead>
<tr>
<th>Region</th>
<th>Countries</th>
</tr>
</thead>
<tbody>
<tr>
<td>Americas</td>
<td>Canada, Mexico, USA</td>
</tr>
<tr>
<td>Asia Pacific</td>
<td>Australia, Japan, Malaysia, Singapore, South Korea</td>
</tr>
<tr>
<td>EMEAI</td>
<td>Austria, Belgium, Denmark, Finland, France, Germany, Hungary, Ireland, Italy, Luxembourg, Netherlands, Norway, Poland, Romania, Spain, Sweden, Switzerland, United Kingdom</td>
</tr>
<tr>
<td>Greater China</td>
<td>China, Hong Kong, Taiwan</td>
</tr>
</tbody>
</table>
**Education Services**

Measurement challenges are intensifying as standards and technologies constantly evolve. Build confidence and gain new skills to make accurate measurements, through our flexible Education Services developed by Keysight experts.

We offer premium e-learning or instructor-led classes to boost your team’s measurement skills or gain deep insight into measurements and technologies. Courses can be customized to meet your specific requirements. Quizzes, comprehensive end-of-course exams, and certificates of completion demonstrate your mastery.

**Consulting Services**

Technology acceleration and evolving standards are driving the relentless pace to bring breakthrough products to market faster, and at a lower cost. Our experts know advanced test methods and standards and can help through consulting services. Using the latest hardware and software, we analyze your specific measurement needs and work with you to achieve optimized test strategies. Whether you need consulting on characterization or compliance measurements or want to automate your test system, we deliver the technical expertise and programming support you are looking for. A few examples of Keysight’s consulting services include:

- Accelerate Multichannel Measurements for RF and mmW
- Achieve Wideband Device Characterization
- Attain High-Speed Digital Test Compliance
- Get the Most of Your 5G/CV2X Device Test Solution
- Accelerate Replicating RF Environments
- Expedite Device Modeling
- Get the Most from PathWave Design Software

**Special Cases**

**Discontinued and obsolete products**

KeysightCare technical support can be offered on discontinued but not obsolete products on a reasonable effort basis. Products that are obsolete (5 years after the discontinuance date) will receive minimal support.
Technical support coverage for entire sites

Your company might have secured a geography based KeysightCare Technical Support agreement. This includes unlimited access for all engineers on site to the Keysight Technical and Application Support Team (KTAS).

- Eligible assets on your site are covered for any technical questions, regardless of the performance level, application area or age of the equipment.
- All users, whether R&D, design, or manufacturing test engineers, associated with an entitled site can also access Keysight Support, open support cases and search the knowledge center without individual KeysightCare entitlement of a specific instrument or software.
- Technical support is also provided for eligible software applications on the instrument even if the individual software asset does not have a KeysightCare Technical Support subscription. This does not include software updates and notifications. KTAS will only answer questions on software within the last three revisions (current and 2 preceding), so you would need to renew or upgrade to a Software product with KeysightCare software support subscription.
- You have visibility on your site wide entitlement through Keysight Support and our KTAS engineers have the same visibility. Entitlement applies to all assets and contacts registered with entitled sites (even if you work from a different location).

Technical support coverage for education customers

For new instruments purchased by education customers, Keysight offers a high-value program that provides 4 additional years of KeysightCare Technical Support through online case management using the Keysight Support portal. Talk to your Keysight Account Manager for more information.

Get Five Years of Tech Support – KeysightCare for Education Customers

Winning in Your Markets

KeysightCare is a priority-one connection between our resources and your teams. Through committed, accessible, and proactive engagement, we will help you remove the barriers to success. Activate KeysightCare and accelerate the win no matter what business you are in. To learn more, contact your local Keysight representative or visit us online at: www.keysightcare.com.