Keysight Technologies EEsof EDA Customer Support





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; worldwide 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

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



Solution services

Leverage Keysight's broad expertise through custom solution services. We offer services to speed your MMIC, RFIC, RF board/module, or systemlevel 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 EEsof tools for HSD
 applications.
- (DPD)
 We can help automate
 measurement setup and
 execution through custom

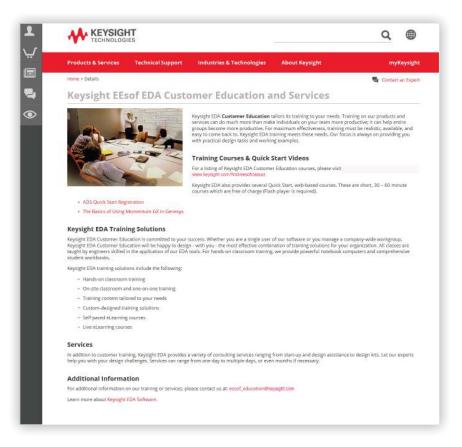
- Digital Pre-Distortion

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.



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 EEsof 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

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

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

myKeysight

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

Americas

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

Asia Pacific

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

Europe & Middle East

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

United Kingdom

www.keysight.com

0800 0260637

