

Overview

Agilent Technologies 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, Agilent 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 Agilent 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.agilent.com/find/eesof-knowledgecenter

Worldwide phone support

Agilent 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

Agilent 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

Agilent 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 Agilent EEsof EDA's most recent software updates on the web.

www.agilent.com/find/eesof-support



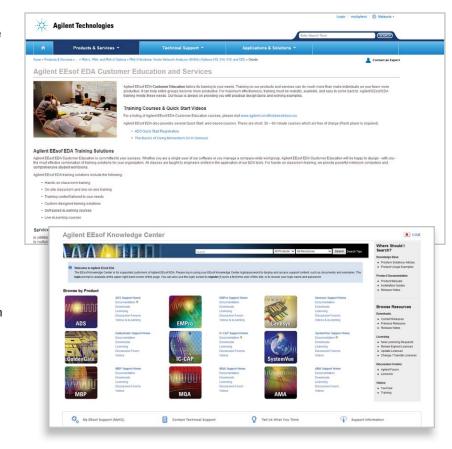
Solution services

Leverage Agilent'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 Agilent EEsof tools
 for HSD applications.
- Digital Pre-Distortion (DPD)
 We can help automate
 measurement setup and 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)
 Agilent 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

Agilent 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.agilent.com/find/eesof-class





Business support

When you need assistance with the following services, the Agilent EEsof EDA Business Support Center can help:

Licenses

Request assistance with a new license redemption or renewal through Agilent Software Manager (ASM).

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.

For more information on Agilent Technologies' products, applications or services, please contact your local Agilent office. The complete list is available at: www.agilent.com/find/contactus

(55) 11 4197 3600
(1) 800 473 3763
(52) 33 31345834
(1) 800 473 3763

Asia Pacific

Australia	(1) 800 629 485
China	800 810 0189
Hong Kong	800 938 693
India	(1) 800 11 2626
Indonesia	0065 6375 8100
Japan	0120 560 119
Korea	080 769 0800
Malaysia	(1) 800 888 848
New Zealand	0065 6375 8100
Singapore	(1) 800 375 8100
Taiwan	0800 047 866
Thailand	(1) 800 375 8100
Other Countries	(1) 800 473 3763

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South Africa (00) 0800 4633 7630

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Austria	(43) 0125 125 7006
Belgium	(32) 00800 4633 7630
Denmark	(45) 045 80 12 15
Finland	(358) 010 855 2100
France	(33) 0825 010 700
Germany	(49) 07031 464 5324
Ireland	(353) 01 605 8460
Israel	(972) 03 9288 514
Italy	(39) 02 9260 8484
Luxembourg	(32) 09 225 55 84
Netherlands	(31) 020 547 2479
Norway	(31) 020 547 2479
Spain	(34) 091 631 33 00
Sweden	(46) 08 5064 8892
Switzerland	(41) 061 286 5573
Switzerland (French)	(41) 0800 80 53 53
Switzerland (Italian)	(39) 02 9260 8484
UK	(44) 0118 927 6777
Other countries	(31) 020 547 2479
Fax	(32) 09 270 8227

For other unlisted countries: www.agilent.com/find/contactus | (BP-3-1-13)



www.agilent.com/find/myagilent

A personalized view into the information most relevant to you.

Product specifications and descriptions in this document subject to change without notice.

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Technical support contact information

Customer history

All the information you need on your software licenses and your support contract is located in ASM

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

email us at *eesof_bsc@agilent.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 Agilent EEsof support engineers.

