



Agilent N2X
**System Support &
Warranty**

Investment protection for the Agilent N2X



Every new system is provided with a comprehensive system based warranty and SSA (software and support agreement). Renewing Agilent's support services ensures confidence through the entire product lifetime.



Agilent Technologies

Start-up Assistance

Agilent for a fee offers an optional start-up assistance service to enable you to rapidly learn and utilize the capabilities of the N2X solution. Two days of start-up assistance is recommended for the N2X Packets and Protocols Application

Software Warranty and Support

Software Warranty

All N2X software is warranted for a period of 90 days - warranted to execute and install properly from the media provided.

Software Support

Software support in the form of remote system support and software updates are included free of charge for the first 12 month period.

Maximise the return on the N2X investment by having the latest software with all the latest additional features, enhancements and patches.

The coverage is for the software applications that have been purchased, such as Packets (E7880B), Packets and Protocols (E7881B), and Conformance Test Suites.

This will increase your level of productivity and minimize the software difficulties you may encounter. Problem resolution, patches, software releases and test approach alternatives are among the services offered. A response within one working day via email or telephone is guaranteed.

You can extend the period of remote system support and software updates to 2 or 3 years by adding an up-front N2X Software & Support option to your N2X purchase. Beyond the initial coverage period, a renewal service is available.

Please note:

- Conformance Suite software agreement coverage **must** be accompanied by at least the Packets application software agreement to ensure compatibility across applications.
- Only systems using an Agilent supplied controller with a valid SSA will be supported.

Web-based Support

A wealth of knowledge is available **free** online at www.agilent.com/find/N2X.

First time users must register to receive all that our website has to offer:

- **QuickTest** script library –helps with test generation and test automation with Tcl scripts that have been certified
- *The Journal of Internet Testing Methodology* – overview of test scenarios for both function and performance testing
- Product information, technical data sheets, application notes, technology references
- A comprehensive library of industry-related information
- Information on education and training, technology seminars
- Technical support and FAQ's

Remote System Support

All new N2X systems are entitled to 1 year of free remote system support with your software technical support contract.

A single call to Agilent Support will bring your issue to the attention of the appropriate support engineer, and we guarantee a technical contact response time of 24 hours or less for all customers.

In addition to phone and web-based support, you can access Agilent Technologies directly for personalized help via e-mail, fax or web-based messaging.

Software Support Levels

Support levels vary for Agilent N2X software applications, dependent on the revision in use.

Full support for software

For the most recent major release of each N2X software application, Agilent will investigate all defects and operational problems reported through the technical support channels. Upon completion of the investigation, Agilent will provide you with a definitive answer regarding work-arounds, functional alternatives, etc. Where possible, Agilent will provide patches and/or software releases to address problems caused by defects in the software.

Limited support period for software

Limited support is available for the previous major release of software for each N2X application. This includes access to the existing patches for the previous release, web-based assistance, and answering how-to questions

End-of-support

End-of-support is when the N2X application software is no longer officially supported. This occurs when the software release is at least two versions back from the latest release of that application. Support for software during the End-of-support period is given on a best-effort basis.

Hardware Warranty

All N2X hardware is warranted against defects in materials and workmanship for a period of one year from the date of delivery. During the warranty period Agilent will, at its discretion, repair or replace the defective N2X hardware covered by this warranty.

The repair provided under the standard warranty will normally require return of the defective hardware to the designated Agilent Service Center. As part of this standard warranty, Agilent will make all reasonable efforts to repair or replace and return the Agilent hardware, freight prepaid, within ten to fifteen (10-15) business days after receipt.

Calibration services

The N2X chassis has a recommended recalibration interval of 8 years. N2X test cards and system controllers do not require periodic recalibration. The calibration services are not part of the standard new product warranty. Agilent's standards based traceable calibration services are provided as requested and require the return of the hardware to the designated Agilent Service Center.

A calibration service will provide performance and operational verification testing such as checking optical output power, receiver sensitivity, external clock inputs and trigger, and ensures optimum performance and accuracy of your N2X solution.

Repair Service for out of Warranty Products

Agilent is the trusted choice for your N2X repair needs. Agilent's repair technicians, located around the globe, are fully trained in the latest technologies and have access to the latest automated test verification systems for quality assurance. Post-repair calibration can also be provided. All repairs are warranted for 90 days.

The Agilent Service Center Repair Service includes all labor, parts and materials necessary to return your N2X solution to full functionality. At the time of repair, additional service designed to minimize product failure and extend useful product life may be performed, such as cleaning, adjusting, lubricating, inspecting and testing.

Repair Contracts

Repair contracts are available for most N2X chassis and modules that are out of warranty. These contracts ensure coverage against failure and are reasonably priced to save costs and give you peace of mind.

Need More Help?

Agilent can also help with:

- Product training
- Technology training
- Custom consulting
- Scripting
- Creation of test plans
- Plus much more...

Please contact your local sales representative for more information.

Ordering Information

For service options and pricing please contact your local Agilent Technologies sales representative.

Agilent N2X

Agilent's N2X multi-service tester combines leading-edge services with carrier grade infrastructure testing and emulation. The N2X solution set allows network equipment manufacturers and service providers to more comprehensively test new services end-to-end, resulting in higher quality of service and lower network operating costs.

Software and Support Agreement

To protect your investment in the Agilent N2X, every new system includes an initial 12-month comprehensive system-based warranty and Software and Support Agreement (SSA).

Renewing Agilent support services ensures uninterrupted technical support and software upgrades, giving you confidence in N2X throughout the life of your system.

The N2X technical support portion of your SSA includes assistance with product operation and measurements, and verification that the N2X equipment is in correct working order.

Warranty and Support

Hardware Warranty

All N2X hardware is warranted against defects in materials and workmanship for a period of 1 year from the date of shipment.

Software Warranty

All N2X software is warranted for a period of 90 days. The applications are warranted to execute and install properly from the media provided.

This warranty only covers physical defects in the media, whereby the media is replaced at no charge during the warranty period.

Ordering Information

To order and configure the test system, consult your local Agilent field engineer.

Sales, Service and Support

N2X must be serviced by an approved Agilent Technologies service centre, please contact us for more information.

United States:

Agilent Technologies
Test and Measurement Call Center
P.O. Box 4026
Englewood, CO 80155-4026

1-800-829-4444

Canada:

Agilent Technologies Canada Inc.
2660 Matheson Blvd. E
Mississauga, Ontario
L4W 5M2
1-877-894-4414

Europe:

Agilent Technologies
European Marketing Organisation
P.O. Box 999
1180 AZ Amstelveen
The Netherlands
(31 20) 547-2323

United Kingdom

07004 666666

Japan:

Agilent Technologies Japan Ltd.
Measurement Assistance Center
9-1, Takakura-Cho, Hachioji-Shi,
Tokyo 192-8510, Japan
Tel: (81) 426-56-7832
Fax: (81) 426-56-7840

Latin America:

Agilent Technologies
Latin American Region Headquarters
5200 Blue Lagoon Drive, Suite #950
Miami, Florida 33126
U.S.A.
Tel: (305) 269-7500
Fax: (305) 267-4286

Asia Pacific:

Agilent Technologies
19/F, Cityplaza One, 1111 King's Road,
Taikoo Shing, Hong Kong, SAR
Tel: (852) 3197-7777
Fax: (852) 2506-9233

Australia/New Zealand:

Agilent Technologies Australia Pty Ltd
347 Burwood Highway
Forest Hill, Victoria 3131
Tel: 1-800-629-485 (Australia)
Fax: (61-3) 9272-0749
Tel: 0-800-738-378 (New Zealand)
Fax: (64-4) 802-6881

This information is subject to change without notice.

Printed on recycled paper

© Agilent Technologies, Inc. 2009

Printed in USA September 30, 2009

5988-8339EN

