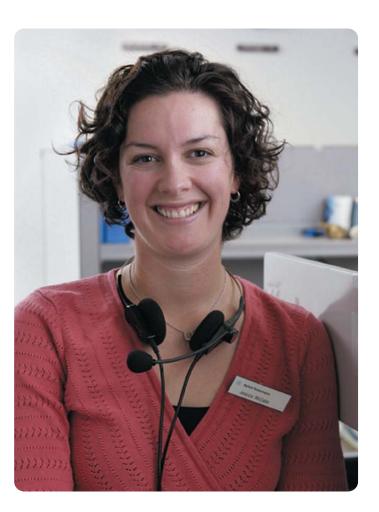# Agilent Training and Application Engineering Services:

Helping you overcome test and measurement obstacles

When test and measurement obstacles are slowing you down, you can count on Agilent for help. We know your instrument. We understand your application. We speak your language.

We're here to help.

Jessica McCabe
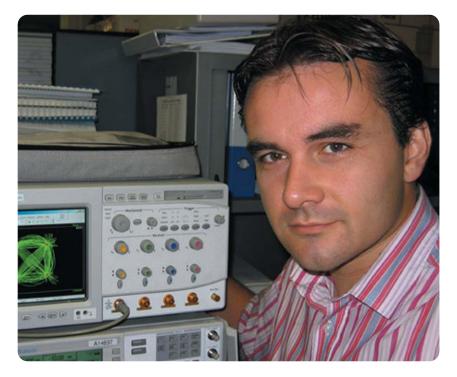
Applications Engineer,
United States

Jessica provides technical support in the area of high-speed digital design, helping Agilent customers with the right solution for their application. If you're working with high-speed test, XAUI, USB, Ethernet or any other tough application, she'll be your guide.

Agilent Technologies

Conquer your design and manufacturing challenges faster and more effectively — with help from Agilent

When your schedule can't slip and you don't want test and measurement obstacles slowing your progress, you can count on Agilent for help. Because we know your instrument intimately and thoroughly understand the test and measurement challenges you are addressing with it, we can help you overcome the obstacles in your path like nobody else. When you have a critical problem, Agilent engineers have the knowledge and experience to help you solve it quickly — and we'll stick with you until you have the answers you need. Whether you are pushing the envelope with high-speed digital technology, exploring new ways to implement the latest wireless standards or breaking new ground with emerging applications, we're here to help.

Marc LeCouve

Applications Engineer,
France

Marc has trained dozens of technicians, RFIC designers, R&D engineers, production engineers, and professors in RF and microwave design and component test techniques. With his extensive technical expertise and consulting experience, he is a great resource to help you overcome your specific measurement challenges.

We're here *to help.*

We're here *to help.*

Get just the help you need — when and where you need it

No matter where you are located, Agilent can provide the engineering knowledge and expertise to help you apply your instrument to your test and measurement problem. Whether you need help answering a specific question or need training to help your whole team use your test equipment more effectively, we're here to help. You can choose face-to-face or remote support, depending on your needs and how fast you want an answer. You can count on your Agilent applications engineer to provide help when you need it — not just when you're interested in making an instrument purchase.

Our broad range of industry experience gives us a depth and breadth of expertise you won't find in other training and consulting suppliers. We have the knowledge to help you tie together leading-edge technologies with your application and your instruments, so you can test your products effectively.

Product services

- *Startup Assistance*
  We'll show you how to perform basic measurements to get you started with your new equipment.
- *Productivity Assistance*
  Get hands-on training in equipment operation to help you test your products.
- *Remote Scheduled Productivity Assistance*
  Schedule a specific time with one of our remote application engineers for measurement assistance via phone and Web.

Application engineering services

Designed to help you use your Agilent equipment to solve the specific measurement problems you encounter with your device under test.

Training

Make sure you have the training you need to be successful with the hardware you purchase. We offer standard and custom courses delivered at your site or ours.

- *Technology Training*
  (For example: Microwave Fundamentals, Advanced Lightwave Technology)
- *Product Training*
  (For example: Vector Signal Analyzer Basics, Advance Logic Analysis Techniques for Software Debug)

Complimentary Web tutorials

Available around the clock, accessible from anywhere in the world, these recorded seminars, training classes, and presentations are available for you to view at your convenience.

Susan Li

Applications Engineer, Singapore

Need a hand learning to use your optical power meter, digital communication analyzer or bit error rate tester? Susan can help your whole team get up to speed quickly.

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Agilent Open simplifies the process of connecting and programming test systems to help engineers design, validate and manufacture electronic products. Agilent offers open connectivity for a broad range of system-ready instruments, open industry software, PC-standard I/O and global support, which are combined to more easily integrate test system development.

Agilent Technologies' Test and Measurement Support, Services, and Assistance
Agilent Technologies aims to maximize the value you receive, while minimizing your risk and problems. We strive to ensure that you get the test and measurement capabilities you paid for and obtain the support you need. Our extensive support resources and services can help you choose the right Agilent products for your applications and apply them successfully. Every instrument and system we sell has a global warranty. Two concepts underlie Agilent's overall support policy: "Our Promise" and "Your Advantage."

Our Promise
Our Promise means your Agilent test and measurement equipment will meet its advertised performance and functionality. When you are choosing new equipment, we will help you with product information, including realistic performance specifications and practical recommendations from experienced test engineers. When you receive your new Agilent equipment, we can help verify that it works properly and help with initial product operation.

Your Advantage
Your Advantage means that Agilent offers a wide range of additional expert test and measurement services, which you can purchase according to your unique technical and business needs. Solve problems efficiently and gain a competitive edge by contracting with us for calibration, extra-cost upgrades, out-of-warranty repairs, and onsite education and training, as well as design, system integration, project management, and other professional engineering services. Experienced Agilent engineers and technicians worldwide can help you maximize your productivity, optimize the return on investment of your Agilent instruments and systems, and obtain dependable measurement accuracy for the life of those products.

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