

# TCI to Carry Forward the E3238S “Blackbird/Surveyor” System

## FAQs

**Q:** What is the last day customers can order the E3238S suite of hardware and software solutions through Agilent ?

**A:** The obsolescence date for Blackbird and Signal Surveyor products from Agilent/SMS remains October 31, 2013. This was announced more than one year ago when Blackbird and Signal Surveyor were transferred from SND to SMS.

**Q:** How long will Agilent provide support for the E3238S suite of products and solutions?

**A:** There is no change to our commitment for five year customer support after we discontinue selling the product. Support will be provided through October 31, 2018. Support may be shared between Agilent and TCI during this time.

**Q:** Will I get commission or quota credit for recommending or selling the TCI solutions?

**A:** No, you will only get credit for selling the Agilent E3238S solutions through October 31, 2013. After this time you can forward any new E3238S opportunities to TCI.

**Q:** Will TCI be marketing and selling an E3238S replacement solution prior to October 31, 2013 ?

**A:** Yes, TCI has already started to develop a replacement solution including both new hardware from TCI, and application software from TCI. The TCI-850 Wideband Signal Search and Lookback Collection System ([www.tcibr.com](http://www.tcibr.com)). It is currently limited in scope and doesn't provide the breadth of solutions offered by the Agilent E3238S Signal Detection and Monitoring Solutions. However, customers can be assured that TCI will quickly enhance and develop additional functionality for this product family now that an agreement has been signed with Agilent.

**Q:** Will TCI provide a similar E3238S software interface so current customers will not have to learn a new GUI ?

**A:** Yes, TCI plans to create E3238S drivers for TCI hardware so customers can easily transition to the TCI hardware. However, if the customer wants to take full advantage of any new hardware or software options they must transition to the new TCI software GUI.

**Q:** Is it true that TCI has hired some Agilent R&D Engineers to help with this transition?

**A:** Yes, TCI hired two E3238S R&D engineers to help with this transition.

**Q:** Which specific Agilent products will discontinue on October 31, 2013 ?

**A:** Below is a list of the E3238S Signal Detection and Monitoring Solutions being discontinued:

- MFRAME1 - 5 Slot VXI mainframe
- LTPC2 - Windows laptop computer for the E3238S
- E2730 - 2.7 GHz RF tuner
- E2731 - 6 GHz RF tuner
- E1439 - 96MS/sec ADC with filter & memory - 70 MHz IF input
- E1438 - 100 MS/sec ADC with filter & memory - baseband input
- N6830 - HF receiver / 70 MHz IF ADC
- E9821 - Signal processing module for the E3238S system.
- 35688 - Signal intercept and collection software & options
- N6820 - Signal Survey Software
- N6829 - Audio player software
- E9050 - Hourly productivity assistance
- E9051A-xxx – specials

**Q:** Will Agilent continue to offer E3239S Emissions Analyzer?

**A:** Yes, SND will be working to port the software to the PXA over the next year since the VXI hardware will be discontinued in October 2013. The Z2090B will be replacing the E3239S. Support will transition to EMSEC Solutions Inc. [emsecsolutions.com](http://emsecsolutions.com) an Agilent Channel Partner. Please contact Raymond Shen, IC Tillman or Emma Masters from SND for more information.

**Q:** Will Agilent continue to offer N6841A RF Sensor and N6854A Geo-Location Software?

**A:** Yes, SND plans to enhance and continue to offer these solutions. Please contact Raymond Shen, IC Tillman or Emma Masters from SND for more information.

**Q:** Will Agilent continue to offer N6820E Signal Surveyor software for the RF Sensor?

**A:** Yes, SND has given this software a new product number, the N6820ES. SND plans to enhance and continue to offer this software. Please contact Raymond Shen, IC Tillman or Emma Masters from SND for more information.

**Q:** Will Agilent continue to offer the N7109A Multi-Channel MIMO system ?

**A:** Yes, SMS introduced this product in 2011 with 2 and 4 channel options. In 2012 we added an 8 channel option. SMS continues to enhance this product and now offers true 8x8 MIMO measurements with the latest 89600B VSA software release.

**Q:** Will TCI incorporate any of Agilent's PXI or AXIe RF modular products into their solution?

**A:** There are no plans to enable EMG channels to sell TCI products. TCI is an Agilent solution partner and may include additional Agilent hardware and software content including modular PXI and AXIe products in their bids as they pursue business opportunities in the surveillance market. We will continue to work with TCI to maximize the Agilent content in their solutions.

**Q:** What is the performance of the TCI system compared to the Agilent E3238S (Blackbird)?

**A:** TCI Speed and Sensitivity will be on par with the Agilent E3238S (Blackbird) system

**Q:** What is the reliability of the TCI systems ?

**A:** TCI's systems are in operation around the world and running 24x7. TCI's goal is to have less than 1% failures and their current customer centric failure rate is less than 0.7%

**Q:** What architecture or modular standard is TCI using for their hardware ?

**A:** TCI currently uses an internal proprietary architecture.

**Q:** Does TCI have a drop-in replacement for the E3238S ?

**A:** TCI does not currently have a drop-in replacement product for the E3238S but will most likely promote a future roadmap that may be attractive to customers. We expect that customers will evaluate TCI as a potential source of future surveillance solutions.

**Q:** Will TCI be contacting E3238S (Blackbird) customers ?

**A:** For key accounts we would like to set up customer visits with both Agilent and TCI present. We will be working with DMs to plan and schedule these visits. TCI will contact current Blackbird customers as part of their business development efforts. Our request is that you proactively contact surveillance customers to make them aware of the TCI relationship and help each customer make the best possible decision given their circumstances. The best practice is to try to close lifetime buys as early as possible to minimize the risk that these deals will be canceled and re-directed to TCI.

**Q:** Are all TCI products export controlled (ITAR) or do they sell commercial products as well ?

**A:** Many of TCI products and systems are ITAR controlled and they also sell commercial products. TCI believe the Blackbird NextGen will be ITAR controlled.

**Q:** What does TCI sales channel/model look like ?

**A:** TCI sales model is very different than Agilent's. They use local in-country representatives and some distributors on a project by project basis. See TCI contact information on the next page.

**Q:** Who do I call within Agilent for additional information ?

**A:** Agilent Contact Information is below:

- Sales – Contact your regional BDM:
  - Asia and Japan:
    - Steve La Course - [Steve.Lacourse@Agilent.com](mailto:Steve.Lacourse@Agilent.com) - (425) 356-6086
  - EMEA :
    - Bill Smith - [Bill\\_Smith@Agilent.com](mailto:Bill_Smith@Agilent.com) - (425) 356-6197
  - Americas :
    - Jeremy Haynes - [Jeremy\\_Haynes@Agilent.com](mailto:Jeremy_Haynes@Agilent.com) - (970) 635-6297
    - Dave Tripp - [Dave\\_Tripp@Agilent.com](mailto:Dave_Tripp@Agilent.com) - (425) 356-6154
- Technical Support:
  - Email: [SMS\\_Support@Agilent.com](mailto:SMS_Support@Agilent.com)
  - Phone: (707) 577-6419
  - Dave Tripp - [Dave\\_Tripp@Agilent.com](mailto:Dave_Tripp@Agilent.com) - (425) 356-6154

**Q:** Who do I call at TCI for more information on their products and solutions

**A:** TCI Contact information is below:

- Phone: (510) 687-6100
- Fax: (510) 687-6101
- Web: [www.tcibr.com](http://www.tcibr.com)
- Sales:
  - Vice President, Sales:
    - Debi Luce - [debi.luce@spx.com](mailto:debi.luce@spx.com) – **(510) 687-6111**
  - Antenna Products:
    - Ron Wilensky - [ron.wilensky@spx.com](mailto:ron.wilensky@spx.com) - (510) 687-6201
  - Commercial and Government Systems U.S., Europe and Asia:
    - C. Victor Cautis - [Victor.Cautis@spx.com](mailto:Victor.Cautis@spx.com) - (510) 687-6215
  - Latin America and Middle East:
    - Francisco Granadino - [francisco.granadino@spx.com](mailto:francisco.granadino@spx.com) - (510) 687-6199
  - Africa:
    - Ann Bustamante - [Ann.Bustamante@spx.com](mailto:Ann.Bustamante@spx.com) - (510) 687-6217
  - Military Systems United States:
    - David Feinstein - [david.feinstein@spx.com](mailto:david.feinstein@spx.com) - (510) 687-6176
  - International:
    - Brian Barlow - [brian.barlow@spx.com](mailto:brian.barlow@spx.com) - (510) 687-6219
- Technical Support:
  - Dennis Bathke - Customer Support Lead - [Dennis.Bathke@spx.com](mailto:Dennis.Bathke@spx.com)