

## Complimentary Start-Up Assistance

*Hewlett-Packard support engineers are ready to answer your start-up questions on the following HP BenchLink products:*

HP 34810B BenchLink Scope  
HP 34811A BenchLink Arb  
HP 34812A BenchLink Meter  
HP 34820A BenchLink Suite  
HP E4444A BenchLink Spectrum Analyzer  
HP N1030A/31A BenchLink Lightwave

### Obtaining Start-Up Assistance

1. Make a photocopy the “Problem Description Form” on page 2.
2. Fill in the information on the photocopied form.
3. Be sure to have access to your product manuals, disks, and computer before contacting Hewlett-Packard for assistance.
4. Communicate the information on the form to Hewlett-Packard using the telephone, Fax, or e-mail information shown on page 3. If your country is not listed, please contact your local HP Representative or go to the HP web site at *www.tmo.hp.com*.

### Terms and Conditions

Hewlett-Packard (HP) will provide Start-Up Assistance at no charge to resolve questions relating to the installation, operation, and use of this software product. Start-Up Assistance is available to help you install the software on your PC, establish communication with a compatible instrument, and answer questions relating to the functionality of the software components provided by HP. Start-Up Assistance does not support requests to modify or enhance the functionality of the software. For services not covered by Start-Up Assistance, you may be referred to fee-based services for advanced assistance.

HP will make reasonable efforts to respond to each customer request for Start-Up Assistance within two working days, but is under no obligation to respond within a prescribed time frame. Requests for Start-Up Assistance are handled in the order in which they were received. HP will make reasonable efforts to solve customer problems, but cannot guarantee success.

*Hewlett-Packard reserves the right to terminate Start-Up Assistance at any time without notice.*

# Problem Description Form

## Test & Measurement Product “Start-Up Assistance”

*Please make a photocopy of this page before you fill it out — keep the original for future use.*

Company Name \_\_\_\_\_ Department \_\_\_\_\_

Customer Name \_\_\_\_\_

Street Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_ Country \_\_\_\_\_

Telephone Number \_\_\_\_\_ Fax Number \_\_\_\_\_

E-Mail \_\_\_\_\_

### **Describe Your System Configuration**

HP Product and Version for which you require assistance (Example: HP 34810B / Version 1.0):

\_\_\_\_\_

Computer Operating System and Other Software:

\_\_\_\_\_

\_\_\_\_\_

Computer Hardware Configuration (CPU, memory, mass storage, interfaces, and peripherals):

\_\_\_\_\_

\_\_\_\_\_

Describe the problem and the steps required to duplicate the problem:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## Contacting HP for Technical Support

Country	Telephone Number	Fax Number	E-Mail Address
Australia	1 800 629 485	03 9272 0749	info_hptmo@aus.hp.com
Austria	—	(0180) 524-6335	messtechnik_support@hp.com
Bangladesh	880-2-9130480	880-2-871034	jiu@bangla.net
Belgium	32-2-778.59.50	32-2-778.59.51	—
Brazil	(+55 11) 7297-8600	(+55 11) 7297-8171	tmobrasil@hp.com
Canada	877 894-4414	(905) 206-4120	—
China	86 10 65645261	86 10 65668250	HPAcademy_China@hp.com
Czech Republic	+420 2 61307111	—	—
Denmark	45 99-15-15	+45 45 82 06 30	test_measurement@hp.dk
Europe	—	31 20 547 7700	ots_europe@hp.com
Finland	358-9-8872 2100	358-9-8872 2923	tmodirect@finland.hp.com
France	—	01 69 82 6535	—
Germany	—	(0180) 524-6335	messtechnik_support@hp.com
Hong Kon	(852) 2599 7889	(852) 2506 9256	—
Hungary	(36) 1 4618111	(36) 1 4618222	—
India	011-6906216	011-6826027	sujata_sharma@hp.com
Indonesia	62-21 3800902	62-21 3518814	tmomarketing@berca.co.id
Ireland	01 615 8222	—	—
Israel	03 53 80 377	03 53 76 505	—
Italy	—	02 92 10 40 69	hpi_direct@hp-italy-gen3.0m.hp.com
Japan	81-426-56-7832	81-426-56-7840	mac_support@om.jpn.hp.com
Korea	82/2-769-0800	82/2-784-5839	asia_ots-korea@hp.com
Luxembourg	32-2-778.59.50	32-2-778.59.51	—
Malaysia	1-800-88-8848	603-298 9157	hp-direct_my@hp.com
Mexico	(5) 258-4209	—	—
Netherlands	020 547 6669	020 547 7765	—
New Zealand	0800 738 378	04 802 6881	info_hptmo@aus.hp.com
Norway	+47 2273 5759	+47 2273 5629	test_measurement@norway.hp.com
Pakistan	92-51-818-959	92-51-816-190	mushkoib@isb.compol.com
Philippines	(632) 814-1066	(632) 811-1080	HPPDirect-sales@hp.com
Poland	+48 (022) 6087700	+48 (022) 6087600	—
Portugal	—	91 631 1469	—
Russia	+7-095-797 3500	+7-095-797 3787	—
Singapore	3744242	2754709	mindy-ml_chee@hp.com
South Africa	+27-11-806 1000	+27-11-444-1725	—
Spain	—	91 631 1469	—
Sri Lanka	941-597-860	941-597-863	dayankaru@sscomp.co.ae
Sweden	(08) 444-2277	46 8 444-2525	test-measurement@sweden.hp.com
Switzerland	—	(0180) 524-6335	messtechnik_support@hp.com
Taiwan	0800-47866	—	—
Thailand	(02) 661-3900	(02) 661-3946	—
Turkey	(90/312) 468 87 70	(90/312) 468 87 78	—
United Kingdom	01344-366666	01344-362852	uktmo_sales@hp.com
United States	800 452 4844	888-900-8921	—
Viet Nam	844-8-229808	844-8-229553	sysco.vn@hn.vnn



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