



Agilent EEsof EDA Customer Support

Making your job easier with worldwide
technical support and resources



Agilent Technologies

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 software and manual updates on CD-ROM, worldwide technical support via telephone, fax, e-mail, and the worldwide web.



Significant software updates

Agilent EEsof EDA regularly enhances and upgrades its design software. With your software support contract, you receive web-based, phone, and fax support. You can also expect significant updates that include new features, user interface enhancements, defect fixes, Maintenance Software Releases, 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

Web-based support

The Agilent EEsof EDA support web site, featuring the Agilent EEsof EDA Knowledge Center, is an around-the-clock resource for designers. The EEsof Knowledge Center contains thousands of support documents and hundreds of downloadable examples created by support engineers to supplement the application examples and documentation supplied with the software.

Maintenance Service Releases (MSRs) containing updates to previously released software versions are available for download. The new, My EEsof Knowledge Center allows you to submit and manage your support cases and any related defect and enhancement requests. A robust search function lets you quickly find available solutions and sort through them by date, popularity, or user ratings. The EEsof Knowledge Center contains product discussion forums where you can converse with other users, support engineers, and product developers. The EEsof 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 EEsof Knowledge Center. For more information, visit

www.agilent.com/find/eesof-knowledgecenter

Worldwide phone and fax support

Agilent EEsof EDA's 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. Training programs for each release ensure that support engineers are well equipped to assist you with the latest products and design applications.

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.

Automatic case tracking

Every call we receive is important. Our integrated case tracking system helps ensure that you get 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 that critical issues receive the proper attention and timely resolution.

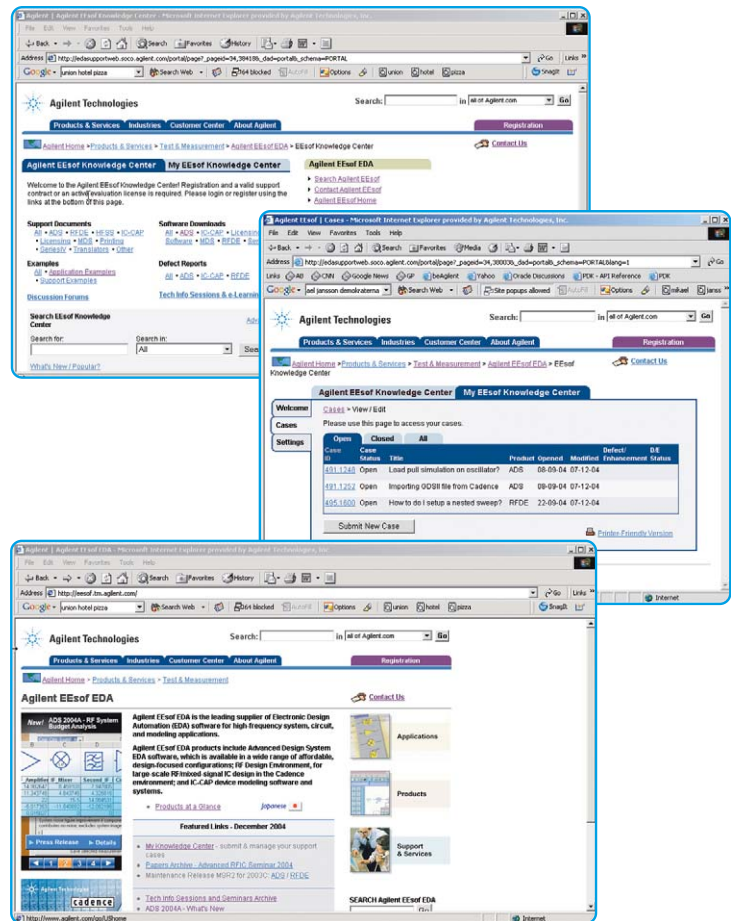
Application engineering expertise

Agilent EEsof EDA is committed to supporting our customers fully, which includes helping you make the right software choices. Our application engineers have many years of experience and can provide users with design solutions in a wide variety of applications. They can assist you in designing a complete solution with recommendations on the best software and services to meet your particular design needs. Application engineers can also provide a variety of consulting services as well as customized training.

Solution services

Leverage Agilent's broad expertise through custom solution services. We offer services to speed your MMIC, RFIC, RF board/module, or system-level designs, including:

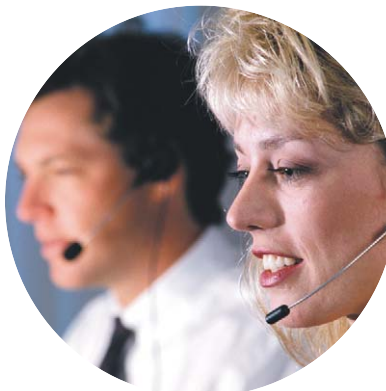
- Device Modeling - We can quickly characterize and extract industry-standard models for your device, and then (optionally) provide test structure and device layout design services.
- Process Design Kits - Let us create or extend your custom PDK elements or libraries.
- Connected Solutions - Get start-up training in simulation plus instrumentation set-up for WLAN, 3G design.
- 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.



Customer education

Agilent EEsof EDA's Customer Education program offers classroom, and 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.

- Codewords: Request a new codeword or get a renewal.
- Product shipments: Get a status report on the shipment you're expecting or ask questions about one you've received.
- Support renewal: Call us to request a support renewal quotation.
- Software updates: Ask us about the latest upgrade distributions and your eligibility.
- Customer history: All the information you need on your software licenses and your support contract.

For assistance with these services, please call the phone numbers listed here or e-mail us at

eesof_bsc@agilent.com

Technical support contact information

Agilent EEsof EDA Technical Support provides phone, web, and e-mail access to supported customers worldwide. We look forward to serving you.

Contact us by telephone at the numbers listed here

Submit a case via My EEsof Knowledge Center

If you have a valid support contract, you can use My EEsof Knowledge Center to submit new cases as well as view and edit your existing cases.

www.agilent.com/find/myeesofknowledgecenter

Send us e-mail

Please include your system handle or CPU ID, along with the product name, product version, and operating system you are using.

Americas	eesof_support@agilent.com
Asia	eesof-asia_support@agilent.com
Japan	eesof-japan_support@agilent.com
Korea	eesof_korea@agilent.com
Europe	eesof-europe_support@agilent.com

Americas

Country	Phone number	Hours
Canada	1 800 473 3763 Fax: 1 707 577 3511	
United States	1 800 473-3763 Fax: 1 707 577 3511	6:00 am to 5:00 pm, Pacific Time

Asia

Country	Phone number	Hours
Australia	1800 629 485	8:30 am to 5:30 pm
China	800 810 0189	8:30 am to 5:30 pm
Hong Kong	800 930 871	9:00 am to 6:00 pm
India	1600 112 929/000 6517 MTF 675 40761 (operator assistance manual toll free)	9:00 am to 6:00 pm
Indonesia	001 803 65 7273	8:30 am to 5:30 pm
Japan	0120 560 119	9:00 am to 5:30 pm
Korea	080 769 0800	8:30 am to 5:30 pm
Malaysia	1800 888 848	8:30 am to 5:30 pm
New Zealand	0800 44 5841	8:30 am to 5:30 pm
Singapore	1800 375 8100	8:30 am to 5:30 pm
Taiwan	0800 047 866	8:30 am to 6:00 pm
Thailand	662 268 1345 or 1 800 226 008	8:30 am to 5:30 pm
All other countries	1 800 473 3763	6:00 am to 5:00 pm Pacific Time, USA

Europe

Country	Phone number	Hours
Austria	0 125 125 7006	8:00 am to 5:00 pm
Belgium	02 404 9340	8:30 am to 6:00 pm
Denmark	70 13 15 15	8:00 am to 5:00 pm
Finland	010 855 2100	8:00 am to 4:00 pm
France	08 25 010 700	8:30 am to 6:00 pm
Germany	01805 24 6333	8:00 am to 5:00 pm
Ireland	1890 924 204	8:00 am to 5:30 pm
Italy	02 9260 8484	9:00 am to 5:30 pm
Israel	1800 9456 248 8 9464 959	9:30 am to 7:00 pm (Monday-Friday) 9:30 am to 6:00 pm (Sunday)
Luxembourg	+32 2 404 9340	8:30 am to 6:00 pm
Netherlands	020 547 2111	8:30 am to 6:00 pm
Norway	+31 20 547 2111	8:30 am to 6:00 pm (CET)
Spain	91 631 33 00	9:00 am to 6:00 pm
Sweden	0200 88 22 55	8:00 am to 5:00 pm
Switzerland (German)	0800 80 53 53	8:00 am to 5:00 pm
Switzerland (French)	0800 81 53 53	8:30 am to 6:00 pm
Switzerland (Italian)	+39 02 9260 8484	9:00 am to 5:30 pm
UK	07004 666 666	8:00 am to 5:30 pm
All other countries	+31 20 547 2111	8:30 am to 6:00 pm (CET)
Fax	+32 9 270 8292	8:30 am to 6:00 pm (CET)

Africa

Country	Phone number	Hours
South Africa	0800 111 116	8:30 am to 5:30 pm

Data subject to change.

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