

U1905A & U1901A GS-8800 Series Software & Technical Support Contracts

Technical Overview

Maximize the potential of your GS-8800 Series test system and related software using the latest system software features and direct access to Agilent technical experts



System model: U1905A

Product name	Description
U1905A	Bench-top: flexible bench- top system solution for "just enough" design verification applications
U1901A	Standard DVT and RCT: system rack-mount solution for complete design verification applications or conformance test applications

The GS-8800 LTE Series system solutions provides the total solution for LTE chipset designer, user equipment (UE) designers and manufacturers, service providers, and test labs. These solutions let you move quickly from development to volume production—and improve the integrity and quality of products while reducing cost.

The Agilent GS-8800 LTE Series systems deliver a comprehensive suite of test solutions for various phases of UE development. The U1905A design verification (DV) test system is a flexible bench-top solution that provides superior flexibility and great performance for "just-enough" test case coverage for early UE reference designers and UE prototype designers. The U1901A is a complete design verification (DV) and conformance test (CT) rack-mount system offering extensive test case coverage. Both U1905A and U1901A address test sections of TS 36.521-1.

Software and technical support contracts (STSCs) for these GS-8800 LTE system test solutions entitle you to software updates, feature enhancements, and access to Agilent product experts for technical support. This enables you to keep pace with fast-moving developments in LTE, maximize the potential of your powerful R&D tools, and protect your investment throughout the product lifetime.



Software and Technical Support Contracts (STSCs) Overview

STSCs entitle you to software updates and feature enhancements, as well as direct access to technical experts for technical and application support for a fixed period, usually one year. Two years and three years STSCs are also available

The STSC part-numbers which are used for ordering purposes are as follow:

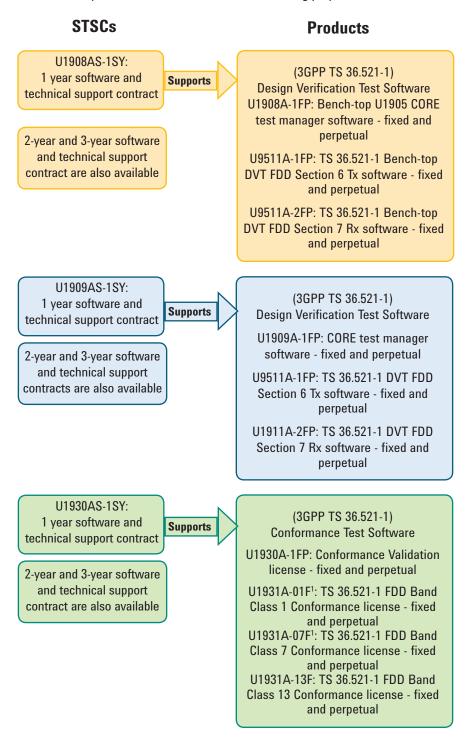


Figure 1. STSCs and supported products. (Orange: benchtop system; Blue: DVT system; Green: RCT system)

Software Support

Each STSC entitles you to the latest GS-8800 LTE Series software releases, which include new test cases (for purchased licenses), feature enhancements, and software updates for the period of the STSC contract.

New releases are available from your local wireless test support team.

GS-8800 LTE STSCs do not include E6621A (PXT) STSCs (N6050AS-1SY). These need to be purchased separately.

In the event new test cases require additional instruments or instrument upgrades, these need to be purchased separately. Hardware requirements are detailed in the Agilent GS-8800 release notes, available from your local Agilent contact.

Technical Support

STSCs give you access to Agilent technical support that can help maximize your productivity. Agilent application engineers are experts on the GS-8800 Series systems and software products, as well as the E6621A wireless communications test set and its complementary software products. With instant access to equipment and software, Agilent experts stand ready to help you resolve your issues as quickly as possible.

In instances where software and operational problems are reported through the technical support channel, Agilent conducts an investigation and advises you on possible solutions, functional alternatives, etc. Where possible, Agilent will provide software releases to address problems caused by defects in the firmware or software.

There are three methods of accessing your technical support:

- · Web-based support: My Support Center
- · E-mail support
- · Phone support

For fastest response times, we recommend using the Web-based or email access methods as these provide the most direct route to your technical support expert.

All support cases may be viewed and tracked through the online support center (My Support Center), regardless of how you initially contacted technical support.



Figure 2. Contact methods for technical support

Web-based Support:

MySupportCenter

You can directly enter and manage your support requests online via www.agilent.com/find/mysupportcenter



Figure 3. My Support Center Web page

The first time you use My Support Center you will be asked to create a profile and provide proof of entitlement. Once your profile is created, you can use the online support center to enter your support request. Each support request is given a unique case number which is used to track the progress of your support case. Your request is routed to a technical expert who will contact you via e-mail or phone (whichever you have stated as your preferred option) to help resolve your issue. English, Japanese, Korean, and Mandarin local language support is available.

E-mail

You can also contact our technical support at the following e-mail addresses:

- · wireless_test_support_americas@agilent.com
- · wireless_test_support_europe@agilent.com
- · wireless test support japan@agilent.com
- wireless test support asia@agilent.com
- · wireless_test_support_korea@agilent.com

Phone

If you prefer to speak to someone directly, you can call the Agilent customer contact centers at the numbers given on the back page of this document. (For Japan, please use the phone number 0120-444-823.) The customer contact center will route your request to a technical support expert, who will contact you about your support request via phone or email. Local language support is available in many countries.

Start-up Assistance

Agilent offers start-up assistance services to get you quickly using the full capabilities of the GS-8800 Series software.

On-site start-up assistance is mandatory for first-time buyers of the GS-8800 Series system. System power up, STSC activation and installation, system calibration, and test cases sample test are covered as part of the start-up orientation. Further details on start-up assistance are available on request.

Additional days of on-site start-up assistance or remote productivity assistance can be provided to suit your needs.

Hardware Warranty

The GS-8800 Series system 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 hardware covered by this warranty.

The purchase or renewal of the GS-8800 Series STSCs does not impact hardware warranty. Hardware warranty renewals can be purchased separately.

Item	Remarks
Hardware (Instruments, rack, RF interface , etc)	Customer has the option to re-use existing Agilent instruments (if compatible with GS-8800 LTE hardware requirements)
GS-8800 LTE software	Various products available depending on test case coverage
GS-8800 LTE STSC	Link back to GS-8800 LTE software. Minimum of 1-year STSC is mandatory for new system purchases
Start-up assistance	Mandatory for new system purchases
Hardware warranty	1-year hardware warranty is provided with new system purchases
ISO17025 calibration	Mandatory for RCT systems
E6621A (PXT) STSCs (N6050AS-1SY)	1-year STSC is mandatory for new system purchases.

These items are available for renewal purchase:

Item	Remarks
GS-8800 LTE STSC	Link back to GS-8800 LTE software
Hardware warranty	Hardware warranty and calibration renewals can be purchased separately. Please contact your local Agilent representative for new purchase or renewal
E6621A (PXT) STSCs (N6050AS-1SY)	Refer to www.agilent.com/find/pxt

Related Literature

U1905A GS-8800 Design Verification Bench-top System, Data Sheet, literature number 5990-7129EN

U1905A & U1901A GS-8800 Series Test System, Configuration Guide, literature number 5990-7031EN

U1901A GS-8800 Design Verification and Conformance Test System, Data Sheet, literature number 5990-8039EN

For More Information

Visit www.agilent.com/find/GS-8800

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34 (91) 631 3300
0200-88 22 55
44 (0) 118 9276201

For other unlisted Countries:

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Product specifications and descriptions in this document subject to change without notice.

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