Agilent Total System Support Semiconductor Test Software Update Service

Technical Overview

- **New versions of operating system and application software**

- **Performance improvements**

- **Software patches**

- **New versions of user and technical documentation**

Description

The optimal performance of your Agilent semiconductor test system depends on your access to the most up-to-date documentation and software information. Adding new capabilities to your test system software packages can be done quickly and cost effectively with the Agilent software update service.

This service provides you with timely access to each of these key software elements:

- Software revisions and patches are sent directly to you as soon as Agilent releases them.

- New documentation or documentation revisions are included with the software updates.

Site licenses provide process efficiency and cost containment, while managing multiple systems on your site.

Product benefits

Ongoing competitive advantage – As Agilent releases new versions of software, you automatically receive the documentation and media necessary to upgrade your system. This allows you to immediately make software improvements and keep one step ahead of your competition.

Saves time and worry – A subscription service saves you the time previously spent ordering each new software release for your system. And, you no longer have to worry about not having the most current software releases.

Ongoing communications with Agilent – Agilent issues periodic bulletins documenting known problems, workaround procedures, and patches to keep operations running until a permanent fix is available.

Ordering information

To order the Agilent semiconductor test software update service, contact your local Agilent sales or support representative.

Agilent Technologies

Helping you maximize overall equipment effectiveness

Services and support must be considered as part of the "whole semiconductor test product." Agilent has a global team of experts located throughout Asia, Japan, Europe and North America ready to provide you with service and support solutions that can help you attain maximum overall equipment effectiveness and ultimately greater profit.

- Site preparation and system installation

- User, technology, and service training

- Maintenance, repair, and calibration

- Test and manufacturing process consulting

Agilent service and support solutions are comprehensive, flexible and provide benefits across the complete product life cycle.

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 on-site 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.

For more information on Agilent Technologies' products, applications or services, please contact your local Agilent office. The complete list is available at:

www.agilent.com/find/contactus

US	800 829 4444
Austria	01 360 277 1575
Germany	069 9530 7917
France	01 49 93 24 09
UK	0207 294 0012
Ireland	01 605 8347
Israel	49 7031 464 5580
China	800 810 0189 or 86 21 2301 7800
Hong Kong	800 938 693
Taiwan	0 800 047 866
Korea	080 769 0800
Malaysia	1 800 880 399
Singapore	1 800 275 0880
Japan	0 120 802 363

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

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