

Tektronix Technical Support

▶ You're Only One Call Away from Tektronix Technical Support Expertise



Tektronix Offers Unsurpassed Technical Expertise and Experience

Tektronix Technical Support professionals are trained experts in specific products, technologies and applications who excel at resolving complex technical issues. Located around the world, they are committed to providing you a rapid response to your questions, generally getting back to you within one business day of your inquiry. Many of them hold engineering degrees and have a strong background in product design and manufacturing.

No one in the industry knows Tektronix products better than Tektronix Technical Support experts. They are knowledgeable about the full suite of Tektronix products, while specializing in product families that allow them to deliver the most precise support services. In addition to their product expertise, they are also highly experienced in specific industries and can

therefore provide accurate responses to your specific needs. The Tektronix Technical Support team offers a single-minded focus on your success and enables you to keep your products working at peak performance and efficiency.

Comprehensive Technical Support is Included with Your Product Purchase

Tektronix offers a wide variety of technical support solutions that enable you to make the best use of your products and to consistently stay up-to-date with evolving technology. You receive support solutions tailored to your specific product, application, and support requirements.

▶ Features & Benefits

You are supported by Tektronix Technical Support professionals who are trained experts in specific products, technologies, and applications and deliver a rapid response to your inquiry

Tektronix offers a wide range of technical support solutions that enable you to make the best use of your products and to consistently stay up-to-date with evolving technology

Tektronix Technical Support is included with your product purchase

Tektronix Technical Support expertise is accessible around the globe

COMPUTING

COMMUNICATIONS

VIDEO

Tektronix Technical Support

- ▶ You're Only One Call Away from Tektronix Technical Support Expertise

▶ Tektronix Technical Support addresses your needs in the following areas:

- ▶ **Choice of new hardware and software.** Tektronix Technical Support experts transfer their knowledge and experience to you by offering solutions on the products that are most appropriate to your business and application needs.
- ▶ **Installation and operation.** Tektronix Support professionals guide you through the operation and installation of your new product so that it is efficiently operational in the minimum amount of time. Tektronix also helps you install options and upgrades to ensure that your product is successfully enhanced with more performance and new capabilities.
- ▶ **Troubleshooting.** Should you have a question regarding the operation of your instrument or its perceived malfunction, the Technical Support experts will help you determine the issue and offer you the best possible solution.
- ▶ **Web tools.** On the Tektronix Support website, you will find comprehensive information to assist you in managing the operation and support of your products. Services include: software, application notes, product information updates, drivers and reference material download, as well as training and service information. Please check: www.tektronix.com
- ▶ **Training.** Learn what the experts know by attending Tektronix training, which enables you to rapidly optimize the deployment of your Tektronix products and quickly become comfortable with your new product. Training is offered for many Tektronix products and applications and can be customized according to your specific system's requirements.

- ▶ **Other related information.** Tektronix Technical Support professionals are looking forward to providing you assistance with any other inquiries you may have.

Contact Us. We Want to Hear from You.

Tektronix Technical Support expertise is accessible around the globe. Simply contact your local Support Center to reach the Tektronix Support professionals in your region.

- ▶ **How to find your contact information.** Please refer to the Tektronix website to find your local Support Center's email address and telephone number: www.tektronix.com, and select "contact us." Tektronix Support Centers are available during the normal business hours in your region.
- ▶ **Once you have contacted Tektronix.** The nature of your incoming call or web request is assessed and directed to a knowledgeable Technical Support professional. During out-of-office hours, you can leave a message and your call will be returned within one business day.

Contact Tektronix:

ASEAN Countries (65) 356-3900

Australia & New Zealand 61 (2) 9888-0100

Austria, Central Eastern Europe, Greece,
Turkey, Malta & Cyprus +43 2236 8092 0

Belgium +32 (2) 715 89 70

Brazil and South America 55 (11) 3741-8360

Canada 1 (800) 661-5625

Denmark +45 44 850 700

Finland +358 (9) 4783 400

France & North Africa +33 1 69 86 81 81

Germany +49 (221) 94 77 400

Hong Kong (852) 2585-6688

India (91) 80-2275577

Italy +39 (02) 25086 501

Japan (Sony/Tektronix Corporation) 81 (3) 3448-3111

Mexico, Central America, & Caribbean 52 (5) 666-6333

The Netherlands +31 23 56 95555

Norway +47 22 07 07 00

People's Republic of China 86 (10) 6235 1230

Poland (48) 22 521 5340

Republic of Korea 82 (2) 528-5299

South Africa +27 11 254-8360

Spain & Portugal +34 91 372 6000

Sweden +46 8 477 65 00

Taiwan 886 (2) 2722-9622

United Kingdom & Eire +44 (0)1344 392000

USA 1 (800) 426-2200

For other areas, contact: Tektronix, Inc.
Export Sales, P.O. Box 500, M/S 50-255,
Beaverton, Oregon 97077-0001, USA 1 (503) 627-1916

For the most up-to-date product information
visit our web site at www.tektronix.com



Copyright © 2001, Tektronix, Inc. All rights reserved. Tektronix products are covered by U.S. and foreign patents, issued and pending. Information in this publication supersedes that in all previously published material. Specification and price change privileges reserved. TEKTRONIX and TEK are registered trademarks of Tektronix, Inc. All other trade names referenced are the service marks, trademarks or registered trademarks of their respective companies.

10/01 TD/XBS

49W-14977-0