



Keysight Support Portal 10 Tips to Get Started

Keysight Support — your one-stop personalized portal for all service and technical support needs



support.keysight.com

Manage Assets

- Access hardware and software details in one view
- Customize asset list to focus on most important information
- Manage calibration alerts and scheduling
- View service history and documents
- Launch service or support requests directly from Asset

Technical Support

- Submit technical support cases online
- See all technical support cases, even those created through email or by phone
- Access to:
 - Thousands of KeysightCare Technical Support articles
 - Product manuals, user guides, programming examples and more
 - Software downloads
 - Safety and service notes

Service Orders

- Create online calibration and repair requests
- Look up service order status and tracking information
- View available services and associated prices
- Download calibration certificate

Personalize

- Configure email notifications
- Create a group with your team to share support cases and customized asset information

10 Tips for Getting Started

Whether you need to get up to speed quickly on making accurate measurements, speak with a technical expert, or request and monitor progress of instruments' calibration or repair, Keysight Support has you covered. Get answers or request services with a few quick clicks.

The tips that follow will help you set up your account to work best for you.

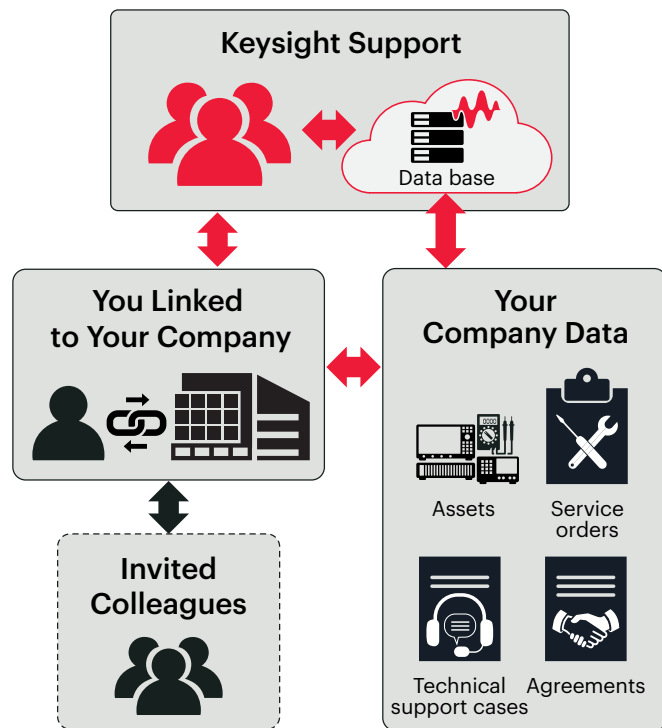


1

Link your company's assets

Create a login using your company email address. While you can use the portal right away, it will take 24 to 48 hours to associate all your company's assets, service orders, and agreements to your account. Once complete, your home screen will show key data when you login.

If you don't see your data after 48 hours, please [contact us](#).



[View More](#)

ASSETS

Manage your Instruments, Equipment, Software and Accessories

[Explore Assets](#)

19

[Calibration Due < 30 Days](#)

0

[Calibration Past Due](#) ⚠

2

[Assets going obsolete < 60 Days](#)

0

[Keysight Software Manager \(Manage Licenses\)](#)

4

[Warranties Expiring in 30 Days](#)

0

[Service and Warranty Status Lookup](#)



Take a quick video tour of the site <https://technicalsupport.keysight.com/site-tour/953245>

2

Use *Account Settings* to customize dashboard, notifications and shared information

Under **Notification Settings**, manage email notification types and frequency and select assets you want to receive them for.

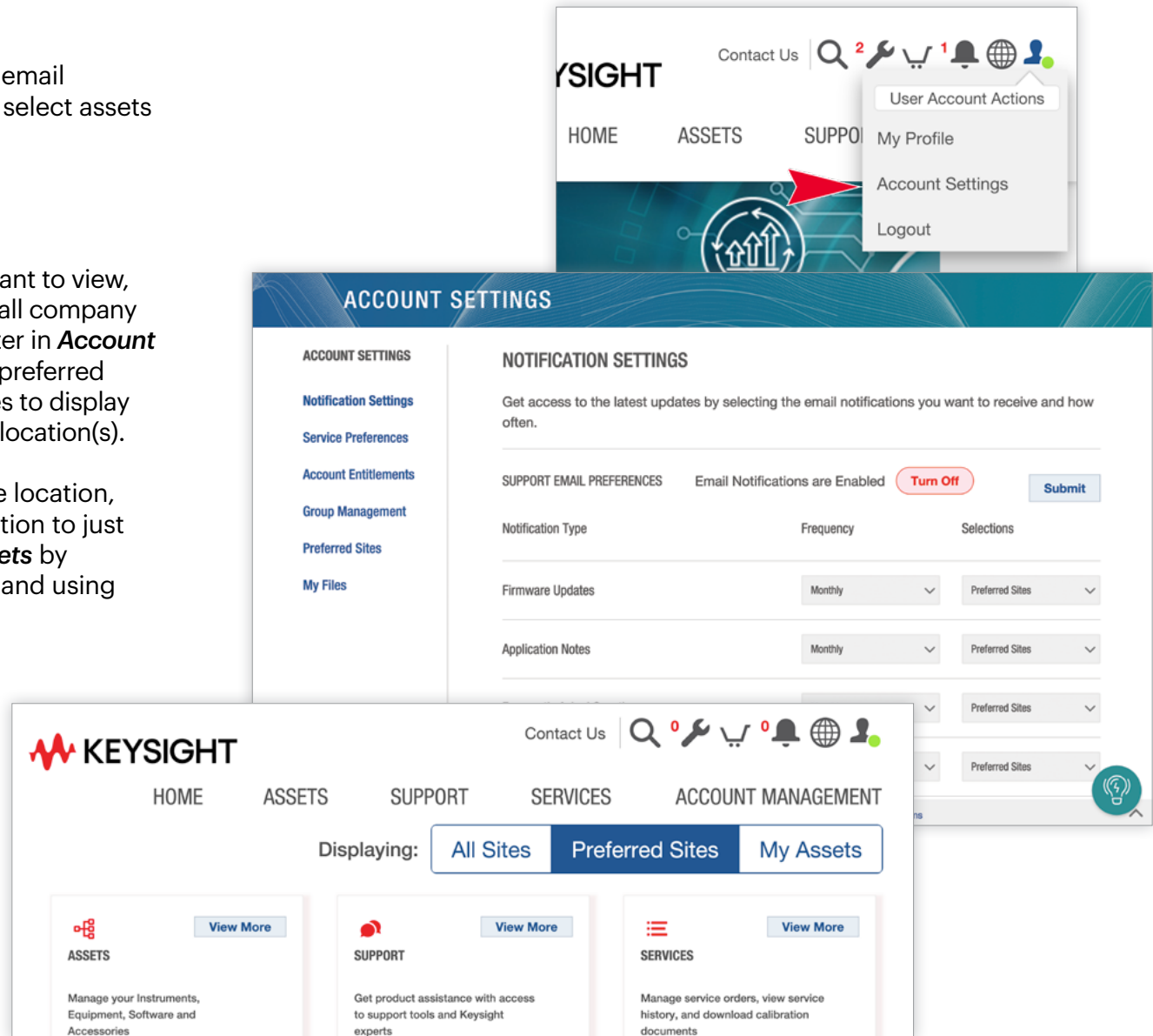
Configure Preferred Sites and My Assets filters

Customize a selection of assets you want to view, and whether they belong to your overall company or specific site location(s). Create a filter in **Account Settings Preferred Sites**. Then, select preferred sites on the home page and grid pages to display assets assigned to your preferred site location(s).

Rather than viewing all assets at a site location, **My Assets** allows you to filter information to just specific assets. Add assets to **My Assets** by selecting the asset on the **Asset Grid** and using the **Asset Action** panel.

Create a group

In **Group Management**, collaborate with your coworkers by inviting teammates to join a group. Each member will share information for technical support cases, custom assets, and more.



See *Account Settings* video <https://technicalsupport.keysight.com/login-and-account-settings/948332>

3

Get technical support

Keysight **Support** offers multiple ways to request technical support. Start with a Keysight Support portal search to access product specific or application information. Rich technical content is available simply by entering your question into the search.

Check out our technical video library

Select **KnowledgeCenter** on the home page to quickly browse our how-to videos covering a variety of instrument and application measurements.



Get the latest software, firmware and driver updates and redeem software licenses

Software updates are available through Keysight Support's comprehensive search. **Select Keysight Software Manager** for access to software licenses and downloads.

Access exclusive technical content

Get technical content with quick links to additional information including training and PathWave software. Search over 30,000 technical articles and videos

based on real-life test and measurement applications, backed by decades of R&D and test expertise to boost your knowledge instantly.

Create a support case

Choose a KeysightCare-entitled asset and fill in the requested information. KeysightCare technical experts respond within a committed time. All communications are available in email and online for reference at any time.



See *Knowledge Center Tour* video
<https://technicalsupport.keysight.com/knowledge-center-tour/948239>



View video <https://technicalsupport.keysight.com/software-and-firmware-management/1027730>



See *Case Creation* video
<https://technicalsupport.keysight.com/create-support-cases/948333>

4

Grids are dynamic

Grids display assets, service orders, technical support cases and agreements. Each grid is laid out similarly.

Customize grid data display

Use **Column Selector** from the grid buttons to choose what attributes to display and in what order.

Leverage filters

Use the quick filters to refine your selection. Create a custom filter using the **Save Filter As** grid button for frequently used views. The customized filter will appear in the **My Filters** section for future use.

Search at the page or column level

Type the item you are searching for into the grid or column search box to view the relevant results.

View and edit asset details

Select an asset and choose **View/Edit Asset Details** from the **Action Panel**. From there you can view the asset's KeysightCare coverage, service history, original sales information and more.

The screenshot shows the Keysight web interface with a grid of assets. The grid has columns for 'SELECT ALL', 'KEYSIGHTCARE COVERAGE', 'PRODUCT', 'SERIAL NUMBER', 'INSTALLED LICENSES', 'HOST ID', and 'CALIBRATION DUE DATE'. The grid contains several rows of asset data. A search bar is at the top, and there are buttons for 'Column Selector', 'Add Asset', 'Save Filter As', 'Custom Report', and 'Export CSV'. A sidebar on the left contains filters for 'Preferred Sites', 'Active Assets', 'Asset Type', 'Service', and 'Location'. An 'Asset Actions' panel is on the right.

SELECT ALL	KEYSIGHTCARE COVERAGE	PRODUCT	SERIAL NUMBER	INSTALLED LICENSES	HOST ID	CALIBRATION DUE DATE
<input type="checkbox"/>	None	ELF-600 ELF Field Monitor Walker Scientific, Inc.	K71571-123			12/5/2023
<input type="checkbox"/>	None	DSO1021A Oscilloscope, 4-channel, 200 MHz Keysight Technologies	4564536			
<input type="checkbox"/>	None	EM-6917B-1 Sling Electro-Medica Inc	144			8/23/2025
<input type="checkbox"/>	None	22710/01; 2271/02 NardaAlert 53 Narda	O-0508; O-0046			12/15/2024
<input type="checkbox"/>	None	87V Handheld Digital Multimeter Fluke Corp	42810058			2/1/2024
<input type="checkbox"/>	None	TCP150 Current Probe Tektronix Inc	C013633			2/2/2024

A Search Bar

C Filters

E Grid Data

B Grid Buttons

D Column Search Headers

F Action Panel

The following fields are customizable, and values are available in column searches: **Organization, Physical Location, User, Project Name, Asset Number** and **Installed Options**. Only other members of your group will see information entered into these fields.

For example, enter "Test Rack 1 Echo Lab" as **Project Name** for all equipment in a single rack and filter on it to schedule calibration for all the equipment at the same time.



See *Dynamic Grids* video <https://technicalsupport.keysight.com/working-with-dynamic-grids/953241>

5

Harness the power of the asset grid

Common tasks on the portal are simple and information is prepopulated when you use the asset grid. Simply select an asset(s), and use the **Action Panel** to perform an action.

Find calibration certificates

When you select a single asset's calibration certificate, the report is downloaded immediately. If you select multiple assets in the **Bulk Action** panel, the calibration certificates are accessible in **Account Settings/My Files**.

Request calibration or repair service

Select the assets that require attention and choose **Request a Service**. The **Service Order Wizard** prompts you to provide service request details and logistics information.

Create a technical support case

Select a KeysightCare enabled asset and choose **Create a Support Case**. Provide the requested information for easy access to our technical experts.

The image shows two overlapping screenshots from the Keysight portal. The top screenshot is a 'Certificate of Calibration' for a Keysight ELF-60D Field Monitor. It includes accreditation logos for IAC-MRA and ANAB, and lists technical details such as the date of calibration (12/05/2022), temperature (23°C), and humidity (39% RH). The bottom screenshot shows the 'SERVICE ORDER WIZARD' interface, which is a multi-step process. The first step, 'SERVICE TYPE', is currently active and marked with a red checkmark. Other steps include 'SHIPPING METHODS', 'RECEIVER DETAILS', 'BILLING DETAILS', and 'BUDGETARY QUOTE'. Below the wizard, there are controls for 'Product Image(s)', '+ Add Item', and 'Clear Cart', along with a 'Next Step' button and a lightbulb icon.



See *Service Order Wizard* video <https://technicalsupport.keysight.com/service-order-wizard/1020892>

6

Manage service orders, history, and service documents

The **Service Orders** grid has a similar layout to the asset grid. Search specific service order number(s) to view service order status, logistics information or you can download associated service documents.

Service and warranty status lookup

To quickly find the status of your repair or calibration service, you can access **Service Orders** from the **Assets** display on the home page. Search using the asset's model and serial number, asset number or service order number. When logged out, you can access original factory calibration documents, warranty and system information. Log in to the portal to access more details.

SELECT ALL	SERVICE ORDER NUMBER	MODEL NUMBER	SERIAL NUMBER	ASSET N	Service Actions
<input type="checkbox"/>	CXPRESS-220719-140801-43c428	9117-5-TS-50-N	DEL_987437	X8704	View Service Order
<input checked="" type="checkbox"/>	CXPRESS-220608-140231-7ed917	2908-5-TS-10	DEL_120801	X13399	Add Files/Attachments
<input type="checkbox"/>	CXPRESS-191118-145451-3a2079	3303	DEL_00215812		View Tracking Info
<input type="checkbox"/>	CXPRESS-200909-132729-26fb13	3301B	DEL_9006-2916		Certificate of Calibration
<input type="checkbox"/>	CXPRESS-210719-154437-af6a9eb	3104	DEL_2709		
<input type="checkbox"/>	CXPRESS-201207-153621-253856	3106B	DEL_00219041		
<input type="checkbox"/>	CXPRESS-220718-133948-c0412a	WP400; SMP2	DEL_19WP100500; 19SN0981		
<input type="checkbox"/>	CXPRESS-220913-130549-5e7305	ELS-10	DEL_1659	294-090	
<input type="checkbox"/>	CXPRESS-230118-084015-c35802	ESH3-Z6	101782		
<input type="checkbox"/>	CXPRESS-230118-084018-a3fd35	MSO2024B	C011870		

Service Order Number	Status	Service Documents
WO-00442738	Requested on 05/02/2023. In process (Expected completion on 5/25/2023) Service performed by Keysight EL Segundo CEO	

VIEW SERVICE AND WARRANTY INFORMATION, DOWNLOAD CAL CERT DOCUMENTS, VIEW SERVICE STATUS, VIEW WARRANTY STATUS, PLUS MORE

7

Access service pricing

Quickly access KeysightCare, calibration, and repair prices by selecting the relevant products from the lookahead dropdown menu. Use the **Service Order Wizard** to request a quote.



View video <https://technicalsupport.keysight.com/finding-parts-and-service-agreement-pricing/1019094>

8

Automate reports

Use the **Custom Reports** button on any grid to set up regular emails containing the grid's information. For example, filter on a specific location, plus calibration due dates, to receive a monthly email of the report.



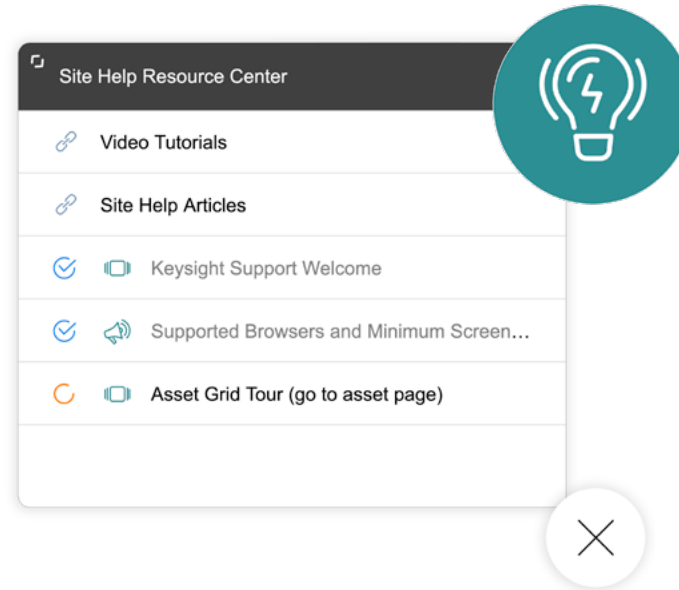
View video <https://technicalsupport.keysight.com/reports-and-notifications/1044787>

9

Additional Keysight Support portal resources

The light bulb icon, located on the lower right of the page, provides links to the portal's video tutorials, searchable site help and guided site tours.

For specific help on portal setup or function, please use this form <https://www.keysight.com/us/en/contact/support/site-feedback.html>.



10

Enable KeysightCare benefits

- Committed turnaround time for repair and calibration
- Committed response on technical support cases
- Easily manage entitled service on KeysightCare assets

Learn More

 <https://www.keysight.com/us/en/products/services/keysightcare-service-and-support.html>





Keysight enables innovators to push the boundaries of engineering by quickly solving design, emulation, and test challenges to create the best product experiences. Start your innovation journey at www.keysight.com.

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