

Support Service

ME7873F W-CDMA TRX/Performance Test System

ME7874F W-CDMA RRM Test System

ME7873F/ME7874F Support Service

- Product Introduction -

**November 2011
Anritsu Corporation
Version 2.00**

What is Support Service?

It is a total service supporting the entire ME7873F/74F system including hardware and software from use to maintenance.

Technical Support

■ Enquiry Support

- Support all ME7873/74 hardware and software

Practicability



Efficiency



Software Update

■ 3GPP Update

- Upgrade ME7873/74 software to 3GPP specification

■ Validation Work

- Provide validated software when adopted by GCF

Calibration Service

● Calibration Service

- Offer on-site instrument calibration
- Enhance measurement accuracy
- Correct/calibrate/report during work

Reliability
KEEP

Reliability



Hardware Maintenance

■ Instrument Repair

- Repair standard ME7873/74 instruments
- Provide loan unit at instrument fault

Contents of Support Service

Without support contract

Technical Support

- Offer advice on product operation
- Answer questions about product spec

Software Updates

- Provide update roadmap
- Provide information on software updates

Hardware Maintenance

- Troubleshoot and recover system with extra fee

Calibration Service

- Annual calibration including system calibration and correction with extra fee

With support contract

Technical Support

- Offer advice on product operation
- Answer questions about product spec
- Answer questions on standards interpretation
- Evaluate whether ME787xF or UE causing problem
- Periodic meetings
- Report support situation
- Report GCF/3GPP trends
- Provide onsite support

Software Updates

- Provide update roadmap
- Provide information on software updates
- Update software at least twice a year

Hardware Maintenance

- Troubleshoot and recover system w/o extra fee

Calibration Service

- Annual calibration including system calibration and correction w/o extra fee

Support Service

(1) 3GPP Update (1 Year)

Software updates

(2) Technical Support (1 Year)

Technical enquiries

Ex: Is there a known cause of system fault?

(3) 3GPP Update & Technical Support (1 Year)

Software updates + Technical enquiries

(4) Software Update (1-Shot)

One-shot software update

(5) Technical Support (6 Months)

Technical enquiries (6 month limit)

(6) Hardware Maintenance (1 Year)

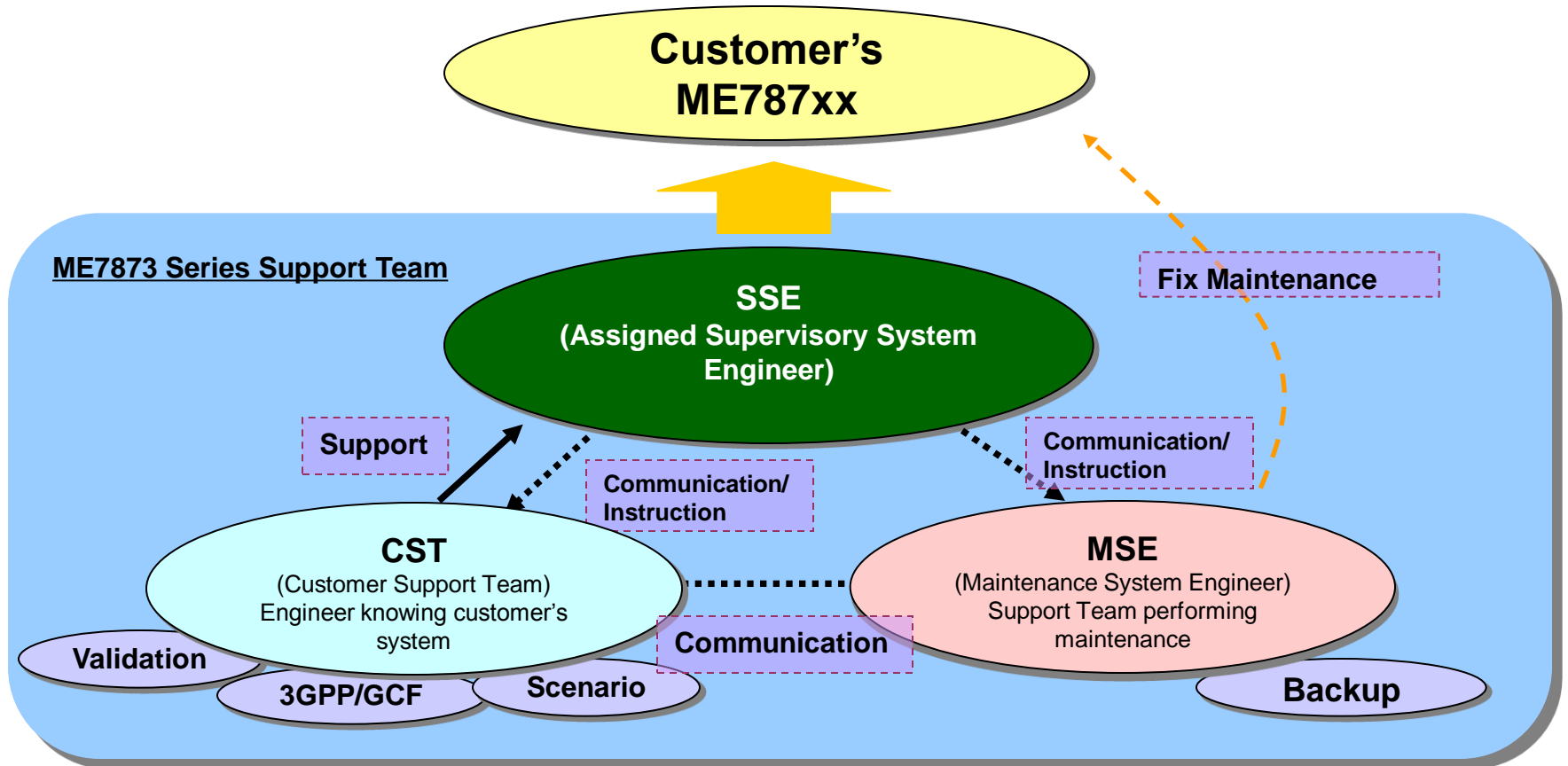
Clarifying deficient points, performing periodic inspection

(7) Calibration Service

System calibration at customer site

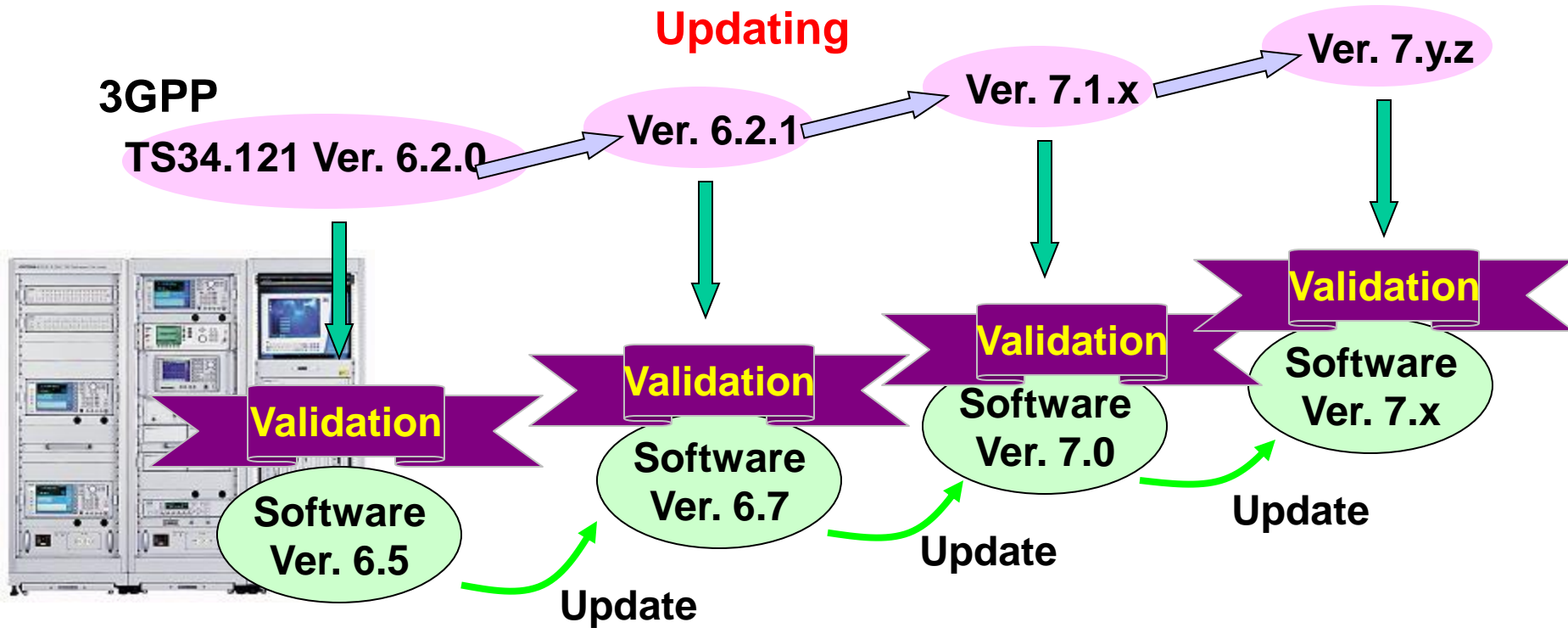
Support Team

An engineer is assigned as the person in charge of a customer's system. This engineer knows the customer's system well.



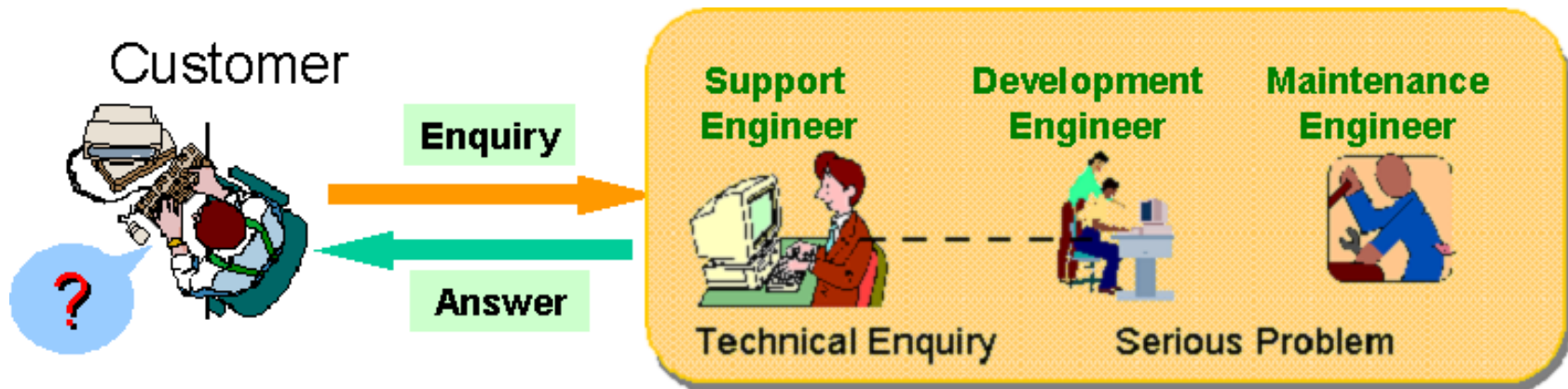
Updating 3GPP Compliance

TS34.121 is upgraded every 3 months and the ME7873F/74F Test System supports the upgrade.



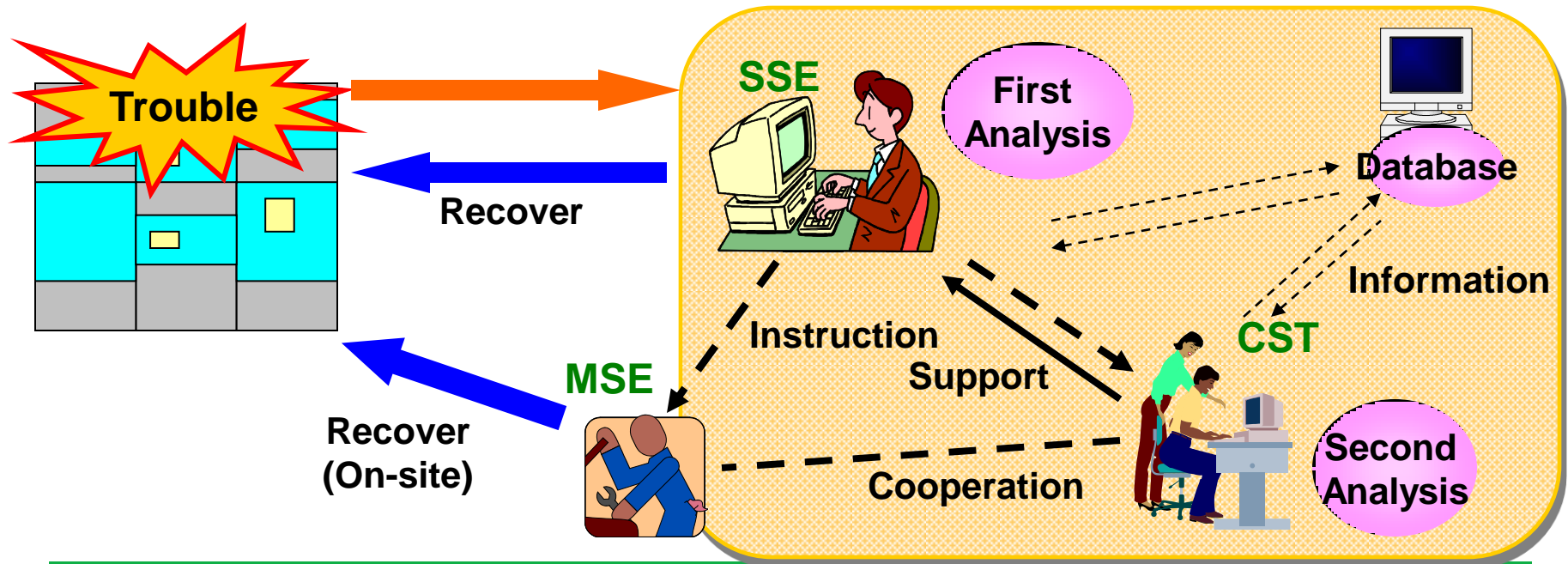
Technical Support

Our Support Engineer takes technical enquiry from customers. For serious problems, Support Engineer, Development Engineer, and Maintenance Engineer cooperate and solve the problem. If on-site investigation required, Anritsu engineer visits the customer site and troubleshoots the problem.



Problem Solved by Team Co-operation

If a problem occurs, the support team collects data on the problem to solve it and recover normal operation quickly. Assigning an engineer to a customer's system makes troubleshooting go smoothly.

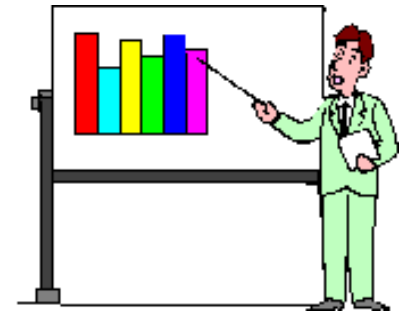


Support Meeting

Periodic Meetings

Engineer reports technical enquiry and support plan for problem
(We will confirm meeting beforehand.)

- **At start of supporting service**
 - ◆ Support service reporting schedule
- **During support period**
 - ◆ Periodic meeting every 6 months
 - ◆ Reports technical enquiries about problems
- **At end of support service**
 - ◆ Reports all problems
 - ◆ Suggests improvement plan for system
 - ◆ Provides information on 3GPP and software upgrades



Reporting Support Service

In addition to above periodic meetings, report all answers to all enquiries, problems and situations

Support After Delivery

The following warranty and support are offered for free of charge after product delivery.

Duration

- ◆ **Newly Purchased: 1 year (from next month after installation)**
- ◆ **Upgrade: 3 month (from next month after installation)**

Support Contents

- ◆ **Hardware guarantee: Repair faults for all products in the system and re-calibration if needed**
- ◆ **Software Support: 3GPP UPDATE**
- ◆ **Technical Support**

Support service applies to new hardware and software. Guarantee for customer-provided parts follows the upgrade guarantee on condition of calibrating each instrument.

Hardware guarantee in upgrading is applied only when a hardware is added or modified.

PROPSim C2 not supported by Anritsu. Elektrobit guarantee covers PROPSim C2.

Free-of-charge guarantee period extendable by charged service contract

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