CSS Calnex Support Service
Paragon-neo, Paragon-X

Reduce risk, maximise your investment

If your organization has, or is about to, make a major investment in a Paragon instrument, it is imperative that you make the most of your new product. That's why we recommend that our customers protect their investment with the Calnex Support Service.

Benefits

- Priority access to our Technical Support Team
- Maximum productivity and enhanced functionality with the latest updates
- Access to the latest standard test scenarios
- Hardware and software warranty

Multi-year contracts

All Calnex products come with standard 12 month CSS. Following the initial CSS period, and recognising we operate in an ever-changing environment, we recommend customers purchase one of our CSS packages to protect their investment. Choosing an extended CSS package at the time of purchase is the most cost effective, provides uninterrupted coverage, and maximizes your investment.

We will also provide a CSS quotation to you prior to the expiration date of your support contract to ensure a seamless and hassle-free process.

Unlimited, prioritized technical support

Contact us through your local Calnex representative, the Calnex Service Desk portal, using e-mail or phone. Our technical support team – including standards contributors and product experts with decades of experience – will respond within 24 hours.

Software updates

Keep your Paragon software up to date. Each software release comes packed with enhancements and new functionality to help you get the most out of your Paragon. From greater performance and more features, to keeping you aligned with the latest ITU-T and IEEE test metrics, CSS will boost your productivity and ensure the operation of your devices and systems are always compliant with evolving industry standards. In short, CSS keeps you at the leading edge.

Always up to date, at no additional charge

When you order CSS for your Calnex Paragon, you get every software release and supporting documentation for the term of your contract at no extra charge. As soon as Calnex releases a software update, you'll be notified automatically via e-mail, and each new software release is immediately available on the Calnex Support Portal.

Hardware warranty

Ensuring your Paragon is protected with a support contract is the most effective way to avoid costly repair bills and assures priority response to your instrument in the event repairs are required. One-off repairs represent a high comparative cost, and the logistics involved in generating quotations, processing orders and arranging returns for unsupported equipment will increase downtime in testing. With CSS, no additional charges will apply.

	With CSS[1]	No CSS
Hardware Warranty	Free repair for hardware failure due to materials or workmanship	No
Software Warranty	Free software updates for critical bug fixes	No
Software Updates	Free software updates as they are released	No
Technical Support	Unlimited, prioritized support	Reasonable effort

[1] Detailed terms and conditions for CSS can be found in the Calnex Support Service Agreement on the Support page of the Calnex website: https://www.calnexsol.com/support

Calnex
Insight and Innovation

CSS Making the most of CSS
A Quick Guide

Contact Information

Calnex Representative	Contact details for your regional Calnex representative are available on the Calnex website
Website	https://www.calnexsol.com
Calnex Service Desk	https://calnex-support.com

Email

support.americas@calnexsol.com	support.emea@calnexsol.com	support.india@calnexsol.com
support.greaterchina@calnexsol.com	support.japan@calnexsol.com	support.korea@calnexsol.com
support.sea@calnexsol.com	support@calnexsol.com	

Technical Support

We are available to help you with any product queries you may have. In addition, you may ask for advice on test methods or ask for interpretation of an ITU-T or IEEE standard.

Raising a Support Request

Requests for assistance should be made using the Calnex Support Portal or contacting your Regional Calnex Representative.

When raising Support Requests in the Calnex Support Portal relevant FAQ articles are suggested in real-time giving you the fastest access to the large repository of valuable technical information.

Information we need

When raising a Support Request, please make sure that you give us the **serial number** of your product.

For requests related to the use of a product, we can provide more effective support if you provide the following:

- A detailed **description** of your problem
- The **software version** being used
- Any **capture data** associated with you request
- A **block diagram** of your test setup, including the **type of device** being tested (e.g. BC, TC)

Resolving your Support Request

We may be able to address your issue immediately. In some cases, however, the resolution process may require the problem to be replicated in our lab and/or interaction with the Engineering team. The process is much more efficient if you can provide as much relevant information as possible.

Types of Support Request

Feel free to ask a general question, report a bug or ask for a product enhancement. Our Support Team work closely with the Engineering Team and they can ensure that your request is answered as quickly and completely as possible.

Getting the information you need

The Calnex web-site is a rich source of information to assist you in testing your devices and in the use of Calnex products. You can access this information from the Support page.

The information available includes:

- **Interactive FAQ**: A quick search function to easily find relevant information from setup questions to in-depth explanations of standards and metrics, with an intuitive workflow to access related articles
- **Product Documentation**: Links to data sheets, user guides, test guides and white papers; all in one easy to navigate location
- **Calnex Support Portal**: Link to the Calnex support portal where you can view your devices, download the latest software, search our knowledge base, raise, and view updates on your Support Requests

Note: Access to the Calnex Support Portal requires an individual account. Please contact your Company's Portal Administrator or the Calnex Support Team at the email address for your region (shown below) if you do not yet have an account.

Software updates

We periodically release updated software for our products. As a CSS customer, you are entitled to the latest version available for your product. You can find the latest software on the Calnex Support Portal.

If your instrument hardware fails

If you believe that your instrument has a hardware issue, contact your regional Calnex representative or raise a request in the Calnex Support Portal. We will then investigate this failure and, if a hardware issue is confirmed, will arrange to have the unit repaired or replaced.

If you have a critical issue

When you raise a Support Request, make sure you highlight the critical nature of the request. If necessary to escalate an issue, contact the Calnex Support Manager.

To find out more about CSS, please contact your local Calnex sales office or Calnex partner. Contact details can be found at www.calnexsol.com

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