

**To collect error information**

- ▶ Collect the error information and attach it to an email in which you describe the problem.

Send the email to the customer support address for your region as listed on the Internet ([www.rohde-schwarz.com/support](http://www.rohde-schwarz.com/support)).

**To remove sensitive data**

- ▶ For information on how to handle or remove the sensitive data from your instrument, refer to the description "Resolving Security Issues when working with R&S SMB".

**Packing and transporting the instrument**

- ▶ If the instrument has to be transported or shipped, observe the notes described in [Chapter 3.1.2, "Unpacking and Checking"](#), on page 20, and [Chapter 7, "Transporting"](#), on page 489.

## 9.8 Contacting customer support

**Technical support – where and when you need it**

For quick, expert help with any Rohde & Schwarz product, contact our customer support center. A team of highly qualified engineers provides support and works with you to find a solution to your query on any aspect of the operation, programming or applications of Rohde & Schwarz products.

**Contact information**

Contact our customer support center at [www.rohde-schwarz.com/support](http://www.rohde-schwarz.com/support), or follow this QR code:



*Figure 9-1: QR code to the Rohde & Schwarz support page*