

Technical Support

We offer technical support for all our products.

In order to serve you better, we have created a web-based technical support system that is available to you 24 hours a day.

By utilizing the internet to the fullest, we are able to provide you better than ever technical support without increasing our costs, thereby allowing us to provide you the *best possible product at the lowest possible price*.

To obtain technical support, simply visit:

www.gage-applied.com/support/support_form.php

Please complete this form and submit it. Our form processing system will intelligently route your request to the Technical Support Specialist (TSS) most familiar with the intricacies of your product. This TSS will be in contact with you within 24 hours of form submittal.

In the odd case that you have problems submitting the form on our web site, please e-mail us at

tech-support@gage-applied.com

As opposed to automatic routing of technical support requests originating from the GaGe web site, support requests received via e-mail or telephone calls are routed manually by our staff. Providing you with high-quality support may take an average of 2 to 3 days if you do not use the web-based technical support system.

**Please note that Technical Support Requests received
via e-mail or by telephone will take an average of 2 to 3 days to process.**

It is faster to use the web site!

When calling for support we ask that you have the following information available:

1. Version and type of your CompuScope SDK and drivers.
(The version numbers are indicated in the About CD screen of the CompuScope CD. Version numbers can also be obtained by looking in the appropriate README.TXT files)
2. Type, version and memory depth of your CompuScope card.
3. Type and version of your operating system.
4. Type and speed of your computer and bus.
5. If possible, the file saved from the Information tab of the CompuScope Manager utility.
6. Any extra hardware peripherals (i.e. CD-ROM, joystick, network card, etc.)
7. Were you able to reproduce the problem with standalone GaGe Software (e.g. GageScope, GageBit)?

GaGe products

For ordering information, see GaGe's Product Catalog or visit our web site at www.gage-applied.com

PCI Bus Products	CompuScope 1610	16 bit, 10 MS/s A/D card
	CompuScope 1602	16 bit, 2.5 MS/s A/D card
	CompuScope 14200	14 bit, 200 MS/s A/D card
	CompuScope 14105	14 bit, 105 MS/s A/D card
	CompuScope 14100	14 bit, 100 MS/s A/D card
	Octopus CompuScope	12 or 14-bit, 10 to 125 MS/s A/D card
	CompuScope 12400	12 bit, 400 MS/s A/D card
	CompuScope 12100	12 bit, 100 MS/s A/D card
	CompuScope 1220	12 bit, 20 MS/s A/D card
	BASE-8 CompuScope	8 bit, 500 MS/s A/D card
	Cobra CompuScope	8 bit, 1 or 2 GS/s A/D card
	CompuScope 82G	8 bit, 2 GS/s A/D card
	CompuScope 8500	8 bit, 500 MS/s A/D card
	CompuScope 3200	32 bit, 100 MHz Digital Input Card
	CompuGen PCI	CompuGen 4300
CompuGen 8150		12 bit, 8-channel, 150 MHz Analog Output Cards
CompuGen 8152		
CompuGen 11G		12 bit, 1 GHz Analog Output Card
CompactPCI/PXI Bus Products	CompuScope 1610C	16 bit, 10 MS/s A/D card
	CompuScope 14100C	14 bit, 100 MS/s A/D card
	CompuScope 82GC	8 bit, 2 GS/s A/D card
	CompuScope 3200C	32 bit, 100 MHz Digital Input Card
CompuGen ISA	CompuGen 1100	12 bit, 80 MS/s D/A card
	CompuGen 3250	32 bit, 50 MHz Digital Output Card
Application Software	GageScope Software	World's Most Powerful Oscilloscope Software
	GageBit Software	Digital Input/Digital Output Software
	CompuGen for Windows	Arbitrary Waveform Generator Software for Windows
Software Development Kits	CompuScope SDK for C/C#	CompuGen SDK for C/C++
	CompuScope SDK for MATLAB	CompuGen SDK for LabVIEW
	CompuScope SDK for LabVIEW	CompuGen SDK for MATLAB
Instrument Mainframes	Instrument Mainframe 7500	Instrument Mainframes for Housing CompuScope PCI bus and CompuGen ISA bus Products
	Instrument Mainframe 2000	
	Instrument Mainframe 8000C	Instrument Mainframes for Housing CompuScope CompactPCI/PXI bus products