# Pico Support Guide



This guide contains general information about contacting Pico Technology and using our products.

For technical information, please contact Pico Technology Technical Support.

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### **Printing this manual**







The online manuals supplied with your product are also supplied in PDF format suitable for printing.

The PDF version can be found on the software CD. Also, the latest version is always available from out web site www.picotech.com.

The following manuals are available as PDFs:

- Product manuals information specific to your product
- oscilloscope / spectrum analyser software • PicoScope manual
- PicoLog manual data-logging software
- Enviromon software and hardware Enviromon manuals
- Support manual technical support, legal info, USB advice
- a list of our distributors Distributor

## **Contacting Pico Technology**



For a rapid and effective response, please follow these simple steps:

- Our technical support staff have detailed information about the latest release of the software. Please check that you are using the latest release, available free from our web site (<u>www.picotech.com</u>), before contacting Pico.
- If you have another computer, please check whether you get the same problem with the other computer.
- 3. Our staff will need the following essential details:
  - Operating system (eg Windows XP)
  - Product (eg ADC-200)
  - Application program (eg PicoScope, PicoLog or Drivers)
  - how to make the program misbehave
  - what it does wrong
  - if urgent, please specify how soon you need a solution

For application programs like PicoScope:

- The software release (see Help | About in the program menu for full info)
- If the problem occurs only with specific data or settings, please send us a file

#### For drivers:

- what programming language you are using (eg Visual Basic)
- the make of compiler (eg Borland)
- the version of the compiler
- the section of your program that uses the driver
- If you are working as part of a team, please designate a 'Pico Contact'. It can cause confusion if different people contact us about the same problem.

5. If possible, please e-mail or fax your queries rather than telephoning us, so that we can monitor queries more effectively and provide you with a better service.

E-mail: support@picotech.com Fax: 01480 396296 (UK)

+44 1480 396296 (elsewhere)

6. If you contact us by telephone, please note the name of the person that you spoke to. If you need to call us again, it will save you time if you talk to the same person.

Phone: 01480-396395 (UK)

+44-1480-396395 (elsewhere)

7. We try to respond to all queries within three days. If you do not hear from us within that time, please re-send the original query.



#### Software licence

The demonstration version of PicoScope for Windows may be copied and used freely.

When you purchase either PicoScope, PicoLog of EnviroMon software or a Pico Technology analog to digital converter, Pico Technology grants a licence for one person to use the software at any time.

The current user may install the software on multiple computers and may run multiple copies of the software, but may not permit the use of the software by other persons at the same time.

The current user may download free software upgrades from the Pico Technology web site.

#### Guarantee

Pico Technology do not warrant that the software and the product with which it was supplied are completely error free or that they will function correctly in all operating environments.

It is essential that you, the user, should verify that the software and product are functioning to your requirements before relying on them or the data that they generate.

If you discover a problem, please let us know and we will take reasonable steps to deal with it. If you are still not satisfied, then upon return of the product to us we will refund your money in full.

### Liability

Pico Technology Limited does not accept responsibility for any loss or injury caused by the use of Pico Technology equipment or software. It is the user's responsibility to ensure that the product is suitable for the user's application.

### **Trademarks**

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trademarks of Pico Technology Limited, registered in the United Kingdom and other countries

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