

# SBX Getting Started

Getting started SBX

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Technical support for USRP hardware is available through email only. If the product arrived in a non-functional state or you require technical assistance, please contact [support@ettus.com](mailto:support@ettus.com). Please allow 24 to 48 hours for response by email, depending on holidays and weekends, although we are often able to reply more quickly than that.

We also recommend that you subscribe to the community mailing lists. The mailing lists have a responsive and knowledgeable community of hundreds of developers and technical users who are located around the world. When you join the community, you will be connected to this group of people who can help you learn about SDR and respond to your technical and specific questions. Often your question can be answered quickly on the mailing lists. Each mailing list also provides an archive of all past conversations and discussions going back many years. Your question or problem may have already been addressed before, and a relevant or helpful solution may already exist in the archive.

Discussions involving the USRP hardware and the UHD software itself are best addressed through the [usrp--users](http://usrp-users.ettus.com/) mailing list at <http://usrp-users.ettus.com/>.

Discussions involving the use of GNU Radio with USRP hardware and UHD software are best addressed through the [discuss-gnuradio](https://lists.gnu.org/mailman/listinfo/discuss-gnuradio) mailing list at <https://lists.gnu.org/mailman/listinfo/discuss-gnuradio>.

Discussions involving the use of OpenBTS® with USRP hardware and UHD software are best addressed through the [openbts-discuss](https://lists.sourceforge.net/lists/listinfo/openbts-discuss) mailing list at <https://lists.sourceforge.net/lists/listinfo/openbts-discuss>.

The support page on our website is located at <http://www.ettus.com/support>. The Knowledge Base is located at <http://www.ettus.com/kb>.

Every country has laws governing the transmission and reception of radio signals. Users are solely responsible for insuring they use their USRP system in compliance with all applicable laws and regulations. Before attempting to transmit and/or receive on any frequency, we recommend that you determine what licenses may be required and what restrictions may apply.

If you have any non-technical questions related to your order, then please contact us by email at [orders@ettus.com](mailto:orders@ettus.com), or by phone at +1-408-610-6399 (Monday-Friday, 8 AM 5 PM, Pacific Time). Please be sure to include your order number and the serial number of your USRP.

Terms and conditions of sale can be accessed online at the following link: <http://www.ettus.com/legal/terms-and-conditions-of-sale>