

Service and Support

GENERAL

The following list of toll-free and direct numbers can quickly put you in touch with the service or party of your choice. Remember, at Motorola, total customer satisfaction is only a phone call away.

MOTOROLA ISG SERVICE AND SUPPORT CENTER

Toll Free: 800-221-4380 FAX: 205-430-8067

This toll-free number connects you with one of Motorola's automated switchboards. Use this number to gain access to our experienced staff members trained to provide you with the best service and support Motorola has to offer.

- *Motorola FaxBack System.* Available 24 hours a day, this automated service allows you to use your touchtone phone to order documents that are delivered directly to your FAX machine.
- *Sales Support and Order Information.* Office hours are 7:00 A.M. to 7:00 P.M. CST.
- *Technical Assistance Help Desk.* Contact our Technical Support staff if you cannot identify or solve a technical problem with your Motorola product. If you prefer, you may fax a description of your problem directly to the Help Desk at 205-430-8067.
- *Product Repairs.* Contact our staff if it is determined that your Motorola product has a malfunction that cannot be resolved by Technical Support or if you must return your product. If you need to provide written material to support your problem, you can send a fax directly to the Product Repairs department at 205-430-7042.
- *Credit Information.* This service puts you in direct contact with personnel capable of providing information on credit and billing.

CUSTOMER RESPONSE CENTER

Toll Free: 800-4AMODEM FAX: 205-830-5657

Use this number to obtain product specifications and descriptive literature on Motorola ISG products.

ISDN LifeGUARDS

Toll Free: 800-894-ISDN

The Motorola ISDN LifeGUARDS team is the most comprehensive and innovative program available for ISDN connection. The highly trained ISDN LifeGUARDS come to your rescue by providing information on the BitSURFR family of ISDN products, ISDN service availability and pricing in your area, and Internet service providers offering ISDN connections. The ISDN LifeGUARDS can even place your order for an ISDN line or Internet subscription.

The ISDN LifeGUARDS are available Monday through Friday from 8:00 A.M. to 12:00 midnight, Saturday from 12:00 noon to 12:00 midnight, and Sunday from 1:00 P.M. to 9:00 P.M. EST (major holidays excluded).

Internet/World Wide Web

<http://www.mot.com/MIMS/ISG/>

Motorola Information Systems Group (ISG) has a home page on the Internet. It provides a variety of product information, including specifications, frequently asked questions (FAQ), and other topics.

Motorola Bulletin Board Systems

ISDN: (508) 337-7304 Analog: (508) 261-1058

Motorola ISG maintains both an ISDN (digital) and an analog Bulletin Board System (BBS) to provide product information, technical specifications, new product releases, and industry information to customers, sales persons and distributors. You can also use our BBS to post questions about products and their applications, or to report any problems you may be experiencing. To use the ISDN BBS, make sure your B channel speed is set to 56 kbps (AT%A4=1).

Documentation Feedback via E-mail

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We at Motorola ISG are always looking for ways to improve our documentation. If you have any thoughts regarding the Motorola manuals that came with your Motorola product, please e-mail Technical Publications at the above address with your specific comments or suggestions.