

Support Interaction

AltiGen's Technical Support Operations (TSO) group is the primary point of contact for technical issue resolution. Our staff has over 30 years of combined experience with AltiGen software, hardware, and best practices. Based on the 150,000+ calls TSO has fielded, a set of interaction guidelines have been created to insure cases are resolved quickly and accurately. Please use our experience to your benefit. A helpful list of links and contact information is at the end of this document.

First and foremost, make sure the scope of your problem is clearly defined before contacting TSO. Many times, "divide and conquer" is the best way to troubleshoot. Remove or bypass as many variables as possible to identify the root cause of the problem. Once the problem has been identified and can be reproduced, confirm it's not a known issue or the result of incorrect configuration by referencing both our knowledgebase and documentation.

If applicable, use the Trace Collector utility in MaxAdmin to get diagnostic logs from the system prior to contacting TSO. Also, make sure the system being worked on has Internet connectivity so that our technicians can connect to the system remotely.

Assuming this is a lower priority issue, the best method of communication is to open a new case online at AltiGen's Partner Resource Center. Your case will be responded to within two business days. If an immediate response is required, please call us.

After a case has been opened, the assigned technician will offer suggestions for resolution, request additional information, and/or escalate the case internally. Resolution time is greatly decreased when detailed, accurate, and timely information is provided. If the reported issue is a bug, or requires a development engineer for review, your case will be escalated to our engineering department. The technician assigned to your case will act as the liaison between our engineering staff and partners.

Cases that are opened for hardware RMAs also require detailed information. The results of all hardware tests (AltiGen Board Test Tool, CT-Bus) and steps taken to isolate the affected areas of hardware are necessary before an RMA is approved.

Should any questions or concerns regarding case handling arise, please don't hesitate to contact the manager of the TSO group, Bill Gaynor, at ext 520. He can be reached via email at wgaynor@altigen.com. In addition, knowledgebase article suggestions and other technical input are always welcome. Please see the second page of this document for technical resources and contact information.

Technical Resources

Documentation: <http://www.altigen.com/support/maxcs-manuals/>

Knowledgebase: <https://dealer.altigen.com>

Click on Technical Support, then Knowledge Base.

Supported Software Releases: <https://dealer.altigen.com>

Click on File Updates, then General Availability.

Alternately, browse supported software via FTP: <ftp://download:clear50a@tsfiles.altigen.com/>

File Upload: <ftp://download:clear50a@tsfiles.altigen.com/>

Click on Technical Support, then Trace Upload.

Alternately, upload via FTP: <ftp://dealerup:Upl0ad@tsfiles.altigen.com/dealer%20uploads>

Hours of Operation

Regular Support (Software Assurance, Premier Service, or Support Service ID required)

5:00am to 5:00pm PST, Monday – Friday. Major holidays excluded.

1 business day response to cases opened or updated online and non-urgent voicemail.

Immediate response to telephone calls.

After Hours – Urgent Issues Only (Premier Service or Support Service ID required)

5:00pm to 5:00am PST, Monday-Sunday, 365 days a year.

1 hour response time for urgent voicemail.

An urgent issue is defined as a system down or major loss of service. We ask that our partners be respectful and use their best judgment in determining the severity of a problem.

How to Contact Support

Partner Resource Center: <https://dealer.altigen.com>

Click on Technical Support, then Submit a New Case.

Via Phone: 1-888-ALTIGEN, option 5.

Calls will be answered by the first available technician.

<https://know.altigen.com/questions/1009/>