

Welcome to Amp'ed RF Technology's Support Team!

Amp'ed RF Technology offers two customer support types: **Product & Sales** and **Technical** support. In order to understand when to use each type, please review our support level outlines below.

Product & Sales Support

Product & Sales inquiries should be send to this path below. Our sales and marketing staff will review each inquiry promptly.

Questions regarding these subjects should be directed to **Product & Sales** support:

- Pricing and availability inquiries
- Product usage cases
- Specification clarifications
- Reference design requests
- Regulatory or other certifications
- Customized firmware requests

http://www.ampedrftech.com/sales_form.htm

Sales & product inquiry form

Please enter your contact information.

Email:	<input type="text"/>
Name:	<input type="text"/>
Company:	<input type="text"/>
Tel number (+area code):	<input type="text"/>
Country:	<input type="text"/>
Product type:	<input type="text" value="Select"/> ▼
Subject:	<input type="text"/>
Details:	<input type="text"/>

Challenge characters:

Technical Support

Amp'ed RF Technology utilizes a powerful ticket tracking database from ZenDesk. Each issue is assigned a ticket tracking number, and issued status updates as our support agents investigate inquiries.

Please note that the follow information is very important to include in a support request:

- The FULL configuration listing from the exact usage/test case
- Accurate steps for us to reproduce the issue
- Use our standard tools to reproduce an issue: USB evaluation dongles, mobile reference applications, and our PC evaluation software

A **Technical** inquiry is one that has a scenario which can be resolved from a technical analysis. There should be a question or problem, for which our support agents and engineering staff can answer. More general inquires about products, should be sent at the **Product & Sales** inquiry level. Some example of Technical subjects are:

- Connection problem
- Usage case where higher speed or lower power is desired
- Problem sending command to the device
- Feature is not working properly

http://www.ampedrftech.com/support_form.html

Technical support form

Please enter your contact information.

Email:

Name:

Company:

Tel number (+area code):

Subject:

Part number:

Project descriptions:

Problem details:

Configuration listing:
use
"at+ab" config
or
"at+wf" config

Using tools: USB dongle mobile applications PC evaluation tool

Steps to reproduce failure:

Challenge characters: