Spectralink Technical Support Guide

Contacting Spectralink Technical Support

Welcome to Spectralink Technical Support

As a Spectralink Customer or Partner you are permitted to access Spectralink technical support. To ensure we are able to best support you, all new support requests will enter into our system via our Tier Support organization. This ensures that we can rapidly receive your request, create a case, and ensure that it gets escalated to the right people every time. Please be aware that if you call after the stated business hours for your region your call will be forwarded to our paging service to notify a support agent to assist you.

How to Access Spectralink Technical Support

Phone: 24x7x365
- US/Canada: **1-800-775-5330**
    - Normal support hours are from 6am to 6pm Mountain Time, Monday through Friday excluding Spectralink holidays.
- Europe, Middle East, and Africa (EMEA):
    - France: **+33 176774541**
    - Germany: **+08005889000**
    - Rest of EMEA: **+45 76 281 281**
    - Normal support hours are from 8am to 5pm Central European Time, Monday through Friday excluding Spectralink holidays.

Email: **technicalsupport@spectralink.com**
- Emailed technical support issues will be addressed within 24 hours of receipt. Please ensure all relevant information is provided at the time of submission to ensure a timely response back and allow for case creation. Relevant information is defined in the Spectralink escalation form which is available for download here:
- WiFi Product Escalation Form: http://support.spectralink.com/WiFi_Escalation_Form
- DECT Product Escalation Form: http://support.spectralink.com/DECT_Escalation_Form

Escalating your Support Ticket

Customers can request that their support case be escalated by simply asking the customer support agent to escalate the ticket to Management or the next support level. Additional escalation contacts are available at the end of this document.

Technical Bulletins and Notices

Spectralink periodically will release important product support related bulletins or notices.
- Technical bulletins are located with the products they relate to on the support web portal.

Software Upgrade Support

Software updates are available for most products from the Spectralink support web portal. For products not listed you may need to contact your reseller or distribution partner or visit the Spectralink Partner Access portal.

Spectralink Technical Support Structure

Tier Support / Reception
- Check support contract entitlement
- Assist with handset registration issues and infrastructure RMA creation (North America Only)
- Work issues from cradle to grave to ensure issue resolution
- Accepts escalations from authorized OEM partner organizations
- Responsible for issue creation with Engineering organization
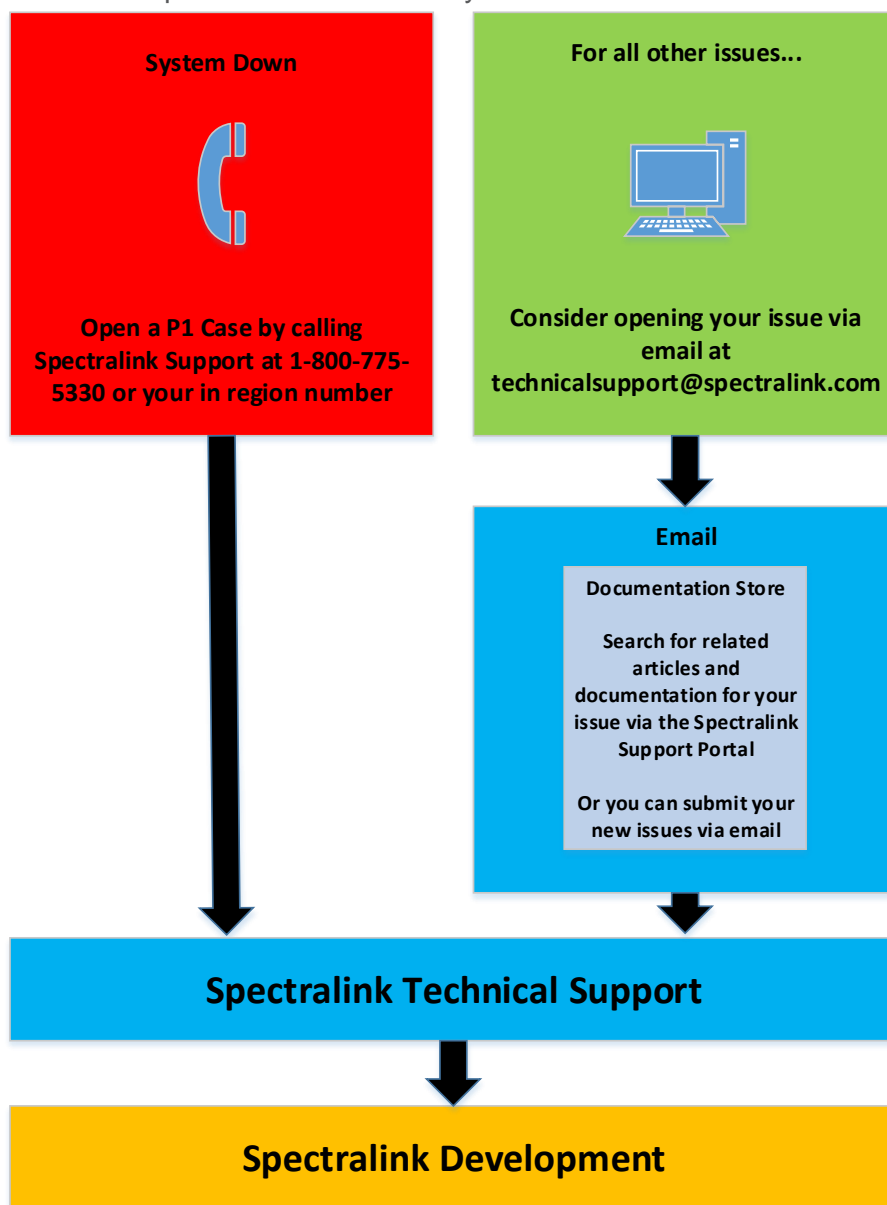- Work escalated issues to resolution
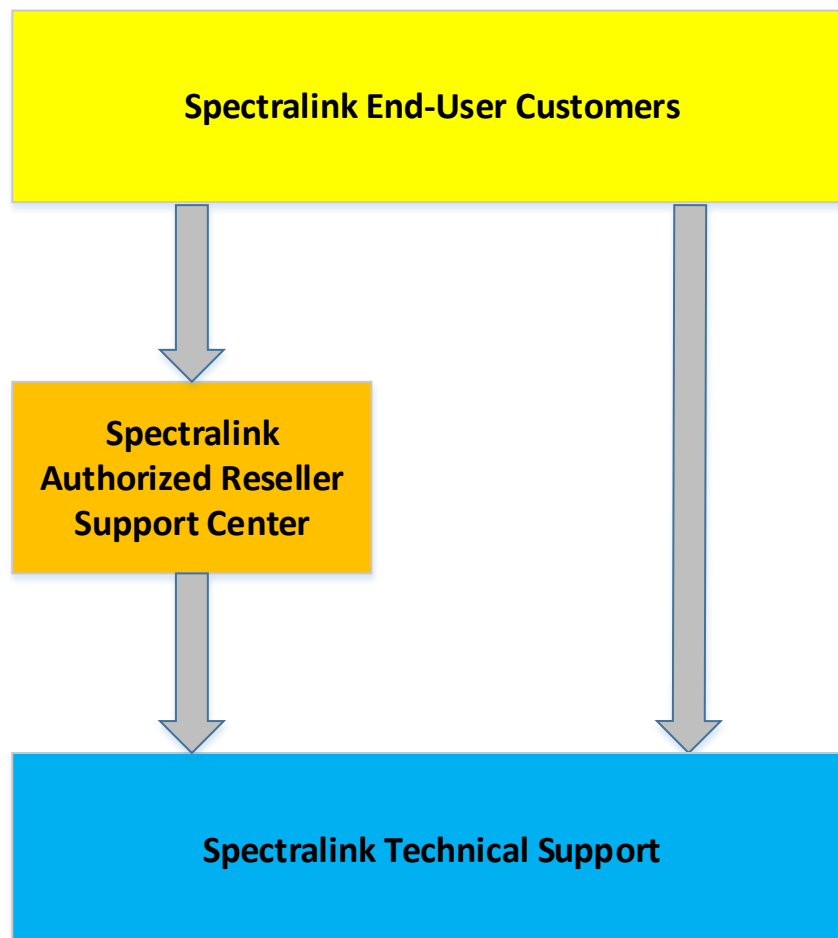
Spectralink Issue Priority

Determine the priority of your specific issue and then contact support as appropriate.

Priority Definitions

- P1 – System down situation resulting in complete loss of system functionality with no immediate work around or resolution available.
- P2 – System is operational but has significant reduction in functionality. There may be a potential work around but with limited options to immediately resolve the issue.
- P3 – System is fully operational and may have minor loss of functionality with a work around able to be implemented immediately.

System Down

Open a P1 Case by calling Spectralink Support at 1-800-775-5330 or your in region number

For all other issues...

Consider opening your issue via email at technicalsupport@spectralink.com

Email

Documentation Store

Search for related articles and documentation for your issue via the Spectralink Support Portal

Or you can submit your new issues via email

Spectralink Technical Support

Spectralink Development

Initial Spectralink Technical Support Response Times

Priority 1 Response Time
All Priority 1 issues reported will receive an initial support response within no more than 1 hour of the reported issue. Issues submitted via the Call Center will be handled immediately. Support will provide customers and stakeholders with daily updates and are required to perform daily updates to all service requests to ensure they remain current.

Priority 2 Response Time
Customer issues reported at a Priority 2 level will be initially responded to within 8 hours of the service request being created. Issues submitted via the Call Center will be handled immediately. All Priority 2 issues will receive bi-weekly updates to the customer and stakeholders by Support.

Priority 3 Response Time
All requests will be Priority 3 unless otherwise requested by the customer or as determined by the technician and will receive and initial Support response within 24 hours of being reported. Issues submitted via the Call Center may be handled immediately. Customer and stakeholder updates will be provided on a weekly basis and the related service request will be updated at least once a week.

P1	System completely down	Less than 1 hour
P2	Significant impact to system functionality	Less than 8 hours
P3	No system impact, RMA, question or administrative issue	Less than 24 hours

Spectralink Support Escalation Contacts

Spectralink Technical Support Escalation Contacts
If for any reason you feel that you have not gotten the level of service you desire or need; or you simply wish to ask for your issue to be escalated more rapidly, we encourage you to use the following contact information. Please refrain from using these contacts to report new issues as this will only slow down our ability to respond and may result in extended periods of delay for us to address your issue.

Rene Christensen	Senior Product Support Engineer, EMEA Support	Rene.Christensen@spectralink.com	+45 7628 1147
Christian Bell	Senior Product Support Engineer, North America Support	Christian.Bell@spectralink.com	(303) 441-7518
Rick Salazar	Senior Manager, North America Support	Rick.Salazar@spectralink.com	(303) 441-7569

Spectralink Technical Support Engineers

Spectralink Technical Support is staffed by a team of highly trained individuals ready to help solve the issues you raise to them. The following is a list of the team members and where they are based in the world. Please refrain from contacting them directly for new support issues as this will only serve to slow our ability to help you resolve the situation.

EMEA Support

Rene Christensen	Rene.Christensen@spectralink.com	+45 7628 1147	EMEA Support - Denmark
Ole Lauritzen	Ole.Lauritzen@spectralink.com	+45 7628 1146	EMEA Support - Denmark
Max Matthai	Max.Matthai@spectralink.com	+45 7628 1148	EMEA Support - Denmark

North America Support

Frank Braker	Frank.Braker@spectralink.com	+1 303-441-7559	Technical Support North America– Boulder, CO
Peter Haines	Peter.Haines@spectralink.com	+1 303-441-7552	Technical Support North America– Boulder, CO
Robert Pass	Robert.Pass@spectrlaink.com	+1 303-441-7553	Technical Support North America – Boulder, CO
Paul Puebla	Paul.Puebla@spectralink.com	+1 303-441-7592	Technical Support North America– Boulder, CO
Pablo Salas	Pablo.Salas@spectralink.com	+1 303-441-7535	Technical Support North America– Boulder, CO
Lee Sarter	Lee.Sarter@spectralink.com	+1 303-441-7601	Technical Support North America– Boulder, CO