

Spectralink Service Repair Process

The following process will assist you in completing a Return Material Authorization (RMA) request.

- A RMA number must be obtained prior to the return of defective units.
- Please verify all of the information you are submitting is complete and correct. Any discrepancy(s) may delay your request.
- Only items on the RMA are to be returned. Please assure that no additional items or accessories, including batteries, are included in the shipment.
- Infrastructure must go through technical support – contact details follow RMA Process.

1. To begin the RMA process, please register with Spectralink support. Click on “Register” at support.Spectralink.com. After the box has been checked to create RMA Requests and information has been submitted, an e-mail will be sent to the e-mail/username within one business day to confirm registry. If a username and password has already been obtained, sign in with those credentials.
2. On the home page, click on “Create Service Request”. To request an RMA, click the RMA Request link for a repair authorization. Choosing the Service Request link will prompt our technical support team to contact you and attempt to troubleshoot the listed issue.
3. The first page verifies contact name, shipping address, billing address and PO/Customer reference number. Please update if necessary. If you cannot find an account or address available, either:
 - a. Use the Account dropdown to find the appropriate account
 - b. Choose “Switch Account Profile” at the top right of the page and choose another party
 - c. “Submit New Address”. Adding a new address in our backend system may take up to one business day.
4. For handsets and other serialized product, list the serial numbers in the free text field on the next page and click “Add Serial Numbers”. If you have Non-serialized Product, please include them at the bottom of the page. Use “Add Item Record” for additional non-serialized product and/or multiple battery date codes.

Note: Symptoms must be entered for each product by clicking the magnifying glass to the right of the field. Also, items can be removed using the trash can symbol at the end of the line.
5. On the following page, please attach a purchase order for repair payment, original sales invoices for warranty validation, or any other documents necessary for processing the RMA request. This page is normally used for product showing out-of-warranty.
6. The last request page summarizes addresses and attachments. As you toggle between pages, changes will be saved.
7. After submitting the request, a Service Request number will be provided. This number is for reference purpose only and is not a repair authorization. The authorization will come as a Spectralink RMA Request e-mail that has an attachment with return instructions.

For any additional questions, you may visit our [RMA Forms and iSupport Training page](#) or our [RMA Support e-mail](#).

Customers are responsible for the freight charges to Spectralink for their defective equipment. Products received without an RMA will not receive replacements and may be subject to refusal.

May 2014