

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.

I. 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
- 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:	<input type="text" value="uoixqif"/>	<input type="text"/>
	<input type="button" value="Submit"/>	<input type="button" value="Reset"/>

II. 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 description:
 No file chosen

Problem details:
(One issue per request)
 No file chosen

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

Using tools: USB dongle iOS app Android app PC eval tool

Steps to reproduce issue:

Challenge characters:

III. Regulatory & Certification Support

RF products will normally require further regulatory approvals which are specific to a designer's end product. The RF components within these products, provided by Amp'ed RF, need specific support depending on the desired regulatory approval, including:

- Specific firmware images for regulatory testing
- PC or other software tools
- Custom development of firmware & software
- Hardware assistance
- Testing methods and instructions for certification labs
- Confidential product materials from Amp'ed RF

Amp'ed RF Technology supports a list of approved certification labs, from which customers can seek these approvals. If one of these labs is utilized, Amp'ed RF will waive support fees and NREs for this work. But using labs outside of this list, will typically result in relevant fees for the designer to pay to Amp'ed RF.

Please contact your sales rep for a listing of these approved certification labs.

Confidential Product Materials

In many cases these will be required by a certification lab to complete a desired approval. Such materials include:

- Product test reports
- Product design details
- Module layout and Bill of Materials lists
- Testing software

It is the policy of Amp'ed RF to disclose these items upon request to a selected certification lab. These materials are not disclosed to end product designers and customers.

To request these materials, a secure web portal user request form must be approved by Amp'ed RF (please allow 1-2 days for approval)

<http://www.ampedrftech.com/userrequest.php>