



SUPPORT: Instructions for Use

Dear customer, this form allows you to request technical assistance regarding a Novasom Industries product.

If you do not have a Novasom Industries product and you only want commercial information, please contact the commercial assistance at the address <https://www.novasomindustries.com/contacts> ; you will be contacted as soon as possible.

To request technical assistance **you must have** a Novasom Industries product.

Here are the steps to follow::

1. Click on "Tech. Support"



2. The following form will be opened

Your Name (*)

Your Email (*)

Company Name (*)

Country (*)

Description (*)

Antispam (*)

 Refresh

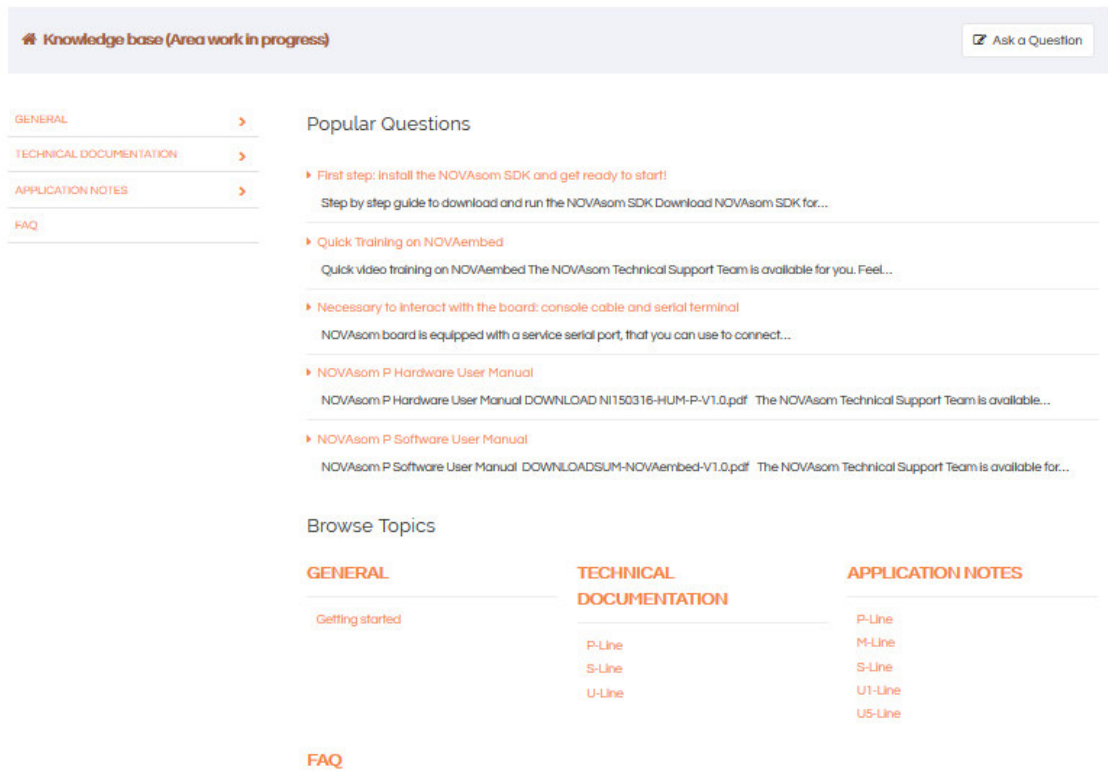
During the form compilation, for a correct management of your request, insert your **company e-mail** and your **company name** in order to allow us to easily identify you and to offer to you the best possible support.

To send the request, you must accept the support conditions. After completing everything, click on "Send".

3. At the e-mail address entered in the initial form, an e-mail will be sent with access credentials.
4. Reconnect to the site and with the credential do the "Login"

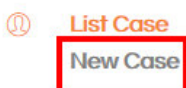
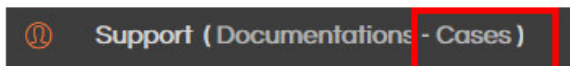


5. Once logged in you will have the opportunity to choose between "Documentation" and "Cases"
 - a. "Documentation" is the section where you can find manuals, application notes and other documentation useful to make your product work.
TIP: before opening a case, try to take a look at this section, the resolution of your problem could be at your fingertips.



- b. "Case" is the section where you can open the real requests for assistance and have a direct contact with our support team

6. To open the Case go to "Cases"





- A new form will open and you'll be able to insert the type of request and the type of problem. We ask you to be as precise as possible including, in addition to the problem encountered, also the identification data of the board/product (product number, serial number, DC, order code); in this way we could offer you the best possible support

Your Name (*)

Your Email (*)

Company Name (*)

Country (*)

Description (*)

- After entering all the data, press "Send". The request comes directly to our support team who will try to give you the best assistance in the shortest possible time.

TIP: to make the support as efficient as possible install on your computer Team Viewer, headphones and microphone: they may be useful to communicate with our team.

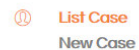
- Pressing "List Case" you'll have the history of all the open Cases and you will be able to monitor their status



Status:

Search:

Number	Subject	Status	Raised by	Created	Last Update
12	problema flickering - case di prova	Closed	Marco	10/05/2018 14:46	18/05/2018 08:20



Note: do not use the CTRL + V command to paste content & attach only .zip files < 1MB