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# Service and Support

## GENERAL

The following list of toll-free and direct numbers can quickly put you in touch with the service or party of your choice. Remember, at Motorola, total customer satisfaction is only a phone call away.

## MOTOROLA ISG TECHNICAL SUPPORT CENTER

Toll Free: 800-544-0062

This toll-free number connects you with one of Motorola's automated switchboards. Use this number to gain access to our experienced staff members trained to provide you with the best service and support Motorola has to offer.

- *Technical Telephone Support.* Contact our Technical Support Group if you cannot identify or solve a technical problem with your Motorola product. Be prepared to provide the four-digit model number of the equipment requiring support (recorded prompts will provide some assistance with this).
- *On-site Service Activity or Status.* Access this feature to initiate an on-site service call or to obtain the status or estimated time of arrival (ETA) for an existing on-site request.
- *Equipment Installation, Removal or Upgrade.* Use this feature to schedule the installation, removal or upgrade of your Motorola products.
- *Request Unit Replacement or Status.* Access this feature to obtain information about under-warranty unit replacements, unit replacement of non-contracted equipment, or the status of a unit replacement or equipment returned for repair.
- *Motorola FaxBack System.* Available 24 hours a day, this automated service allows you to use your touchtone phone to order documents that are delivered directly to your FAX machine.

## FACTORY REPAIR SERVICES

If you are requesting factory repair services, call:

Toll Free: 800-221-4380

## **INTERNET/WORLD WIDE WEB**

<http://www.mot.com/MIMS/ISG/>

Motorola Information Systems Group (ISG) has a home page on the Internet. It provides a variety of product information, including specifications, frequently asked questions (FAQs), and other topics.

Specific information about the 925 AccessWay System products can be accessed through the 925 URL:

[http://www.mot.com/MIMS/ISG/Products/925\\_system/](http://www.mot.com/MIMS/ISG/Products/925_system/)

## **MOTOROLA BULLETIN BOARD SYSTEMS**

ISDN: 508-337-7304

Analog: 508-261-1058

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## **DOCUMENTATION FEEDBACK VIA E-MAIL**

[mottpd2@email.mot.com](mailto:mottpd2@email.mot.com)

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