

# technical procedures



Technical Support Escalation – DCS 408 & 408i (v01/05)			
For Help in any field, select the field and press F1			
Technical Support Specialist contacted		Ticket No.	
Originator		PIN code	
Telephone number		Fax No.	
Reseller/Distributor		Date	
e-mail address			

Site name	
Address and Post Code	
Telephone No.	
Contact Name	

Software versions and dates		System Type	408a
ROM	Version: / Date:	BRI version	Version: / Date:
SVM400	Yes / No of ports: N/a	SVM Serial No.	

Reported Problem

Action Taken
e-mail the completed form to: support@samsungbusiness.com or fax to 0161 655 1166