

# technical procedures



Technical Support Escalation – DECT 5000			
For Help in any field, select the field and press F1			
Technical Support Specialist contacted		Ticket No.	
Originator		PIN code	
Telephone number		Fax No.	
Dealer		Date	
e-mail address			

Site name	
Address and Post Code	
Telephone No.	
Contact Name	

Detailed Information			
System Type			
Number of Bases		Number of Repeaters	
Number of Handsets		Number of IWU A8's	
IWU ISDN PRA	(See Note) № installed: / Version number:		
Telephone System			
Note – If Yes, the relevant System Escalation must also be completed			

Reported Problem

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