SUPPORT SYSTEM

WWW.RFEBROADCAST.COM/SUPPORT

Introduction & general information system

The new Customer Support System is available online at the following link:

www.rfebroadcast.com/support

The Support System can be used by customers to report any errors, problems or anomalies found on our products.

The system can be used also without registering, however it will be required to provide some data such as email and company name.
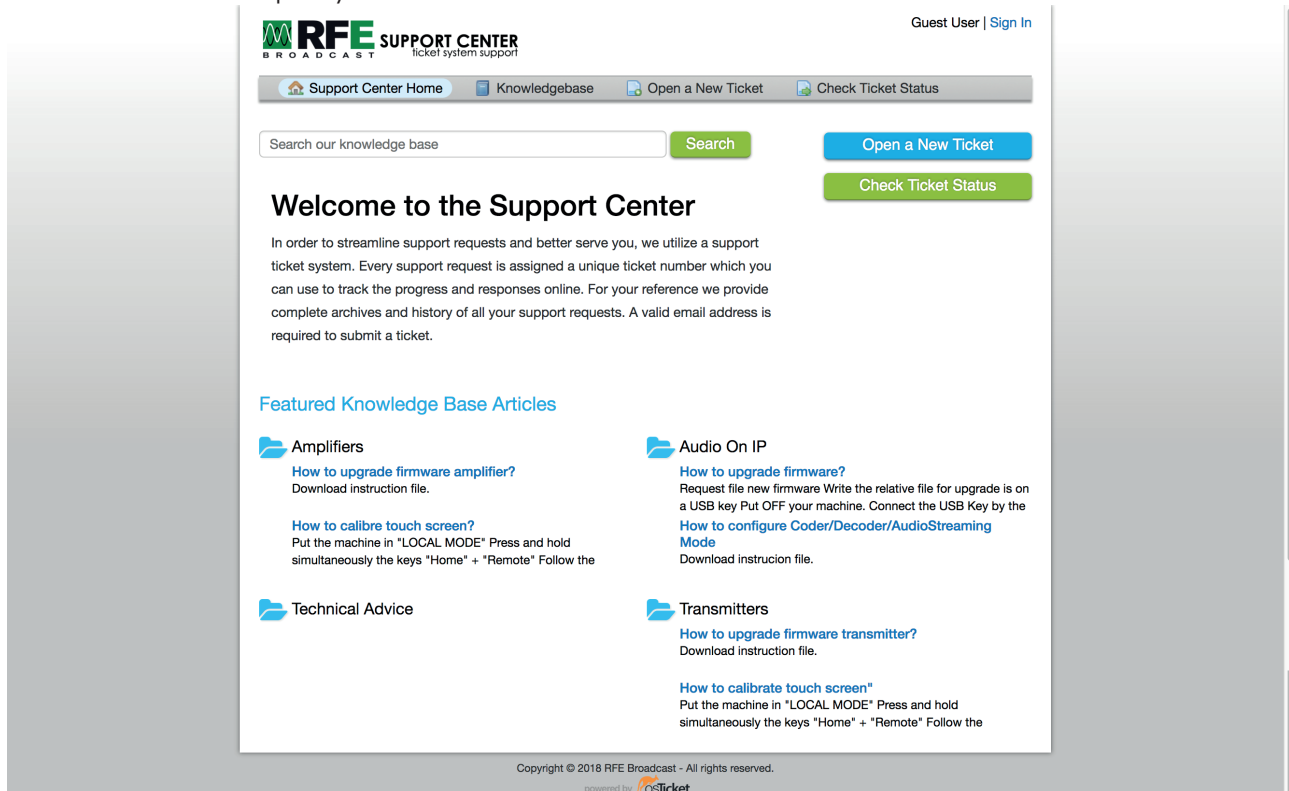

Fig. 1 - Home page Support System

Just click on the entry Open a new Ticket on the menu bar to access the form to submit a support ticket.

On the page below, in fig. 2, an asterisk marks the required fields to fill in: email and full name.

Then, please select the type of ticket to be submitted from the drop-down menu "Select a Help Topic" between:

- Feedback

- General Inquiry

- Report a Problem

- RMA

To report a technical problem, select the Report a Problem item and fill in the relevant detail form.

On the page below, in fig. 3 you can find form for a "Report a problem" type of topic.

It will be necessary to provide some data such as the serial number and the firmware version of the equipment.

Fig. 2 - Open a new ticket

It will also be possible to attach files such as images or text files necessary for technical support to quickly find a solution to the reported problem.

After submitting the ticket by clicking on the red button "Create Ticket", you will receive an email with the number assigned to the ticket and with references to be able to follow the progress of the ticket.

Fig. 3 - Insert a new ticket details

For unregistered users it will be possible to view the status of the ticket by clicking on the entry in the top menu bar "Check Ticket Status" and entering email and ticket number received by email as shown on the page below in fig. 4.

Fig. 4 - Check Ticket Status

At the end of the assistance process, you will receive a message within the platform confirming that the support has been executed according to our internal standards and will be closed.

It would be welcome to receive feedback through the online support system expressing your satisfaction level by filling in a free text field with a comment for the support service received.