

## Welcome to the Motorola Family of Customers

Motorola is committed to providing you with quality, timely and effective support, with programs and tools designed for your service and support needs. This document provides an overview of Motorola's three key support tools and includes step-by-step information on how to initiate your product repair:

- Support Central Online Support — online tools
- Enterprise Mobility Support Center — telephone support
- Online Return Material Authorization (RMA) — initiate your service repair

## Online Support

Support Central is your first point of contact for answers and issue resolution on Motorola Enterprise Mobility products. This intuitive online tool provides assistance through:

- **Knowledge articles and frequently asked questions:** locate answers to questions and resolve issues online through a single search capability for relevant content.
- **Product manuals:** access information about a product including installation, configuration, troubleshooting and product specifications.
- **Software downloads and developer kits:** find the latest software available for your product.
- **Service registration:** register your service contract or warranty entitlement for MSP hardware support, MSP software, wireless intrusion protection system software and wireless infrastructure software.
- **Online repair requests:** ensure a quick product repair process by obtaining an RMA online, and obtain repair status, contract and warranty entitlement, and standard repair history reporting.
- **Contact support:** determine the best way to contact support to get the service results you need.
- **Personal support:** access content and product information based on your specific product needs.

## To access Support Central

- Go to [www.symbol.com/support](http://www.symbol.com/support)

## If unable to connect to the Support Central Site

- In the United States and Canada, please call 631.738.6213 or 1.800.653.5350
- In Central and South America, please call: +55.11.4133.3180

## Telephone Support: Calling the Enterprise Mobility Support Center

The support center is your point of contact for technical support on Motorola Enterprise Mobility products. As a services contract customer, your customer ID provides you with entitled access to Motorola's technical experts and a defined response time and escalation path for your issues.

The support center provides two types of assistance:

- **Non-technical** assistance for general administrative questions or help with tracking products sent for repair
- **Technical** assistance for expert help in resolving technical questions about a product or problem resolution with your Motorola system products



## Telephone Support: How to Place a Call for Technical Assistance

1. Be prepared to provide:
  - Customer ID (previously referred to as site ID)
  - Serial number of product
  - Problem description
  - Contact name and number

With this information, our experts can quickly and accurately identify your location and equipment records to deliver the timely service you expect. Entitlement is based on the serial number of the product(s) under a Motorola service agreement.

2. Call 1.800.653.5350 (U.S. toll-free) or 1.631.738.6213 during the hours specified below:
  - **North America:** Monday–Friday, 8:00 a.m.–8:00 p.m. ET
  - **South America and Central America:** Monday–Friday, 8:30 a.m.–5:00 p.m. ET

When prompted, please follow the instructions and select the appropriate option for technical assistance. You will then be asked for the type of product, such as scanner or mobile computer.

## Online RMA: How to Initiate Your Repair

A Return Material Authorization (RMA) is required for all repairs sent to the service center. The steps below outline how to set up your user ID and password and initiate repair RMAs through Motorola's customer web portal.

**NOTE:** We regret that we cannot service products submitted without an RMA. Products sent to Motorola without this authorization will be returned to you without repair.

### Register for Online RMA Access

To enter an RMA (repair request) and link to Motorola service records for your company, you must complete a one-time online registration to receive a user ID and password that you will use each time you visit the site.

1. First, access the registration form: <http://www.symbol.com/services/registration/registration.html>.
2. Complete and submit the form. You will receive a confirmation e-mail with your user ID and password.
3. Use your user ID and password to log into Motorola's Online RMA Web site: <http://mysymbolcare.symbol.com>.

### Online RMA: How to Request a Repair RMA

Once you have obtained a user ID and password for online support, you can enter RMA requests for products requiring repair.

1. Log into the Online RMA Web site at <http://mysymbolcare.symbol.com>.
2. Enter your user ID and password into the fields provided and then click, "Go".
3. In the "Users – The Americas" folder, under "Shortcuts", click "Request a Repair Authorization (RMA)".
4. Enter the product serial number on the unit you wish to send in for repair.



### Online RMA: How to Request a Repair RMA (*continued*)

- Please make sure to enter the entire serial number into the field, as your service contract entitlement is checked based on the serial number entered.
  - When prompted, "Validate Product Information", please verify the service entitlement shown. **NOTE:** If you chose to disagree with the entitlement shown, please provide detailed information explaining why there is a discrepancy in the records. Motorola will review the information regarding entitlement for this unit and contact you to resolve any questions.
  - Select "Primary Symptom" from the drop-down menu. Please indicate the reason for the repair of your unit. Select the best primary symptom from the drop-down menu provided. If additional symptoms exist, please provide details in the text box.
  - Ref. No.: this field is provided for your internal reference. It can be used to track the status of your repair.
5. If you have additional products to add, enter the serial number(s). If there are no additional products, click "Proceed to Checkout".
  6. Review your shipment. When satisfied, click "CheckOut" to continue.
  7. All repaired product(s) will be returned to the address shown in the RMA. Please ensure that the shipping address is correct.
  8. Click "Continue" to complete the RMA process:
    - You will see a message that "Your RMA # MSC00000 has been confirmed". You are authorized to return only the quantities and models listed in your RMA. This RMA number will expire in 30 days if the items are not received by the service center.
    - Print two copies of your packing slip from the browser (select "file", then "print"). Include one copy of the packing slip with the returned product and keep the other copy for your records.
    - Box the unit(s) properly for safe shipping. You must include the packing slip in the shipping container. **NOTE:** Do not include accessories (such as batteries, cables or power supplies) in the shipment.
    - Print the shipping label and paste it on the outside of the container for shipping to the service center.

### Displaying RMA Status Using the Online System

Motorola's online support tool enables you to check the real-time repair status of products submitted using the Online RMA process. To check the status of a repair:

1. In the "Users – The Americas" folder, under "Shortcuts", click "View RMA Status Online".
2. Next, enter either the RMA number, your Ref. No. or the product serial number in the fields provided, click on "Search". Click on the "+" to view details.

### Quick Tips

For quick access to the online system and a guided tour of the RMA process, visit [www.symbol.com/rma](http://www.symbol.com/rma).

If you have any questions about the Return Material Authorization process or web portal registration, please e-mail [symcare@symbol.com](mailto:symcare@symbol.com).