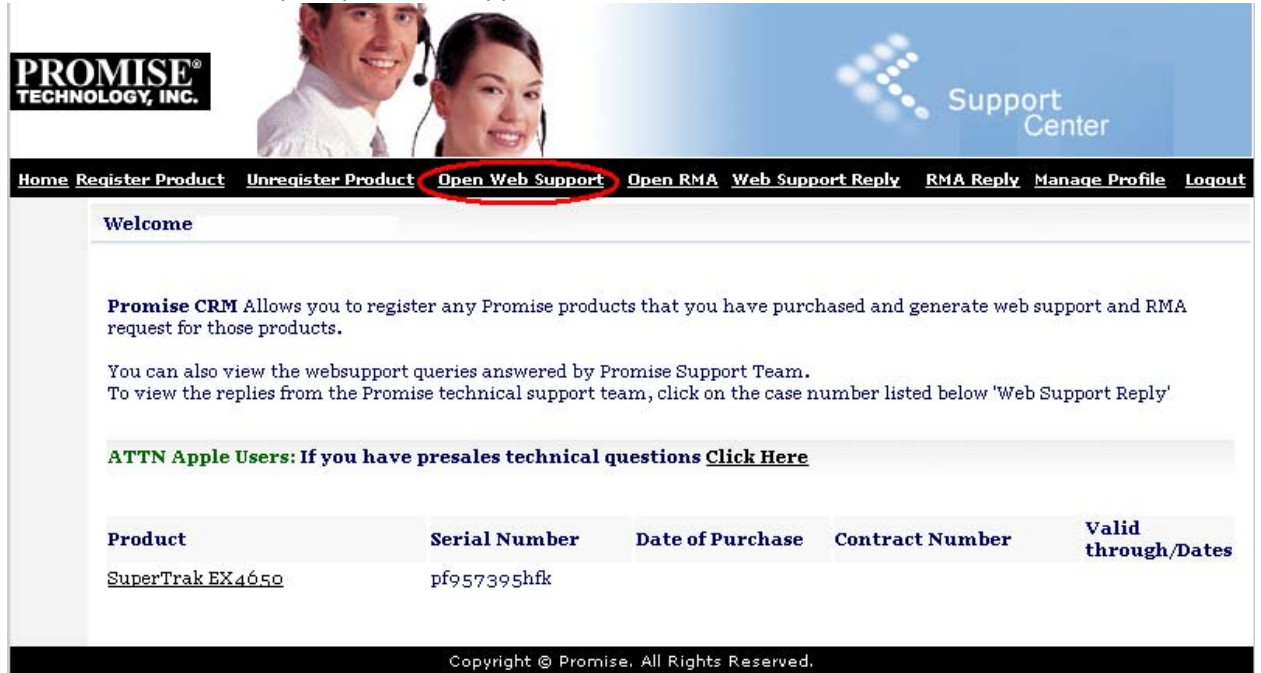


Contacting Technical Support

Technical Support can be contacted two ways.

1. **Through our Web Support Service**
 - a. Login to your Promise Support Account (support.promise.com).
 - b. Click on the link that says “Open Web Support”.



The screenshot shows the Promise Technology, Inc. Support Center website. The navigation bar includes links for Home, Register Product, Unregister Product, **Open Web Support** (circled in red), Open RMA, Web Support Reply, RMA Reply, Manage Profile, and Logout. The main content area features a 'Welcome' message, instructions on how to register products and generate web support and RMA requests, and a link for Apple users to click here for presales technical questions. Below this is a table with columns for Product, Serial Number, Date of Purchase, Contract Number, and Valid through/Dates. The footer contains the copyright notice: Copyright © Promise. All Rights Reserved.

Product	Serial Number	Date of Purchase	Contract Number	Valid through/Dates
SuperTrak EX4650	pf957395hfk			

- c. Click on "Proceed to Web Support".

Proceed to Web Support'. Below this is a section 'General Support Information:' with a bulleted list: 'How to access web support page: Web Support Online Form', '24 hour support for Vtrak and Supertrak products (excluding Supertrak 6000)', 'Web support is available 24/7 (May take up to one business day for reply)', and 'Customer telephone support for all other products available Monday thru Friday 8:00 AM to 5PM Pacific Standard Time. (Except Holidays)'. Another section 'What you should know:' contains a bulleted list: 'Customer technical support is always free', 'To start a customer support case please fill out the web support form', 'Please have information about your hardware configuration, type of operating system, and the product drivers and firmware (if applicable). This will help give you the correct answer to your question.', and 'Please have the serial number of your Promise product'. A closing sentence reads: 'Please provide as much information as you can, to help us quickly assess and resolve your request. Thank you!'. The footer contains the text: 'Copyright © Promise. All Rights Reserved.' The link 'Proceed to Web Support' is circled in red."/>

PROMISE
TECHNOLOGY, INC.

Support Center

[Home](#) [Register Product](#) [Unregister Product](#) [Open Web Support](#) [Open RMA](#) [Web Support Reply](#) [RMA Reply](#) [Manage Profile](#) [Logout](#)

Promise CRM Support

If you'd like to have your question answered via the Web, use our Web Support service. [Proceed to Web Support](#)

General Support Information:

- How to access web support page: [Web Support Online Form](#)
- 24 hour support for Vtrak and Supertrak products (excluding Supertrak 6000)
- Web support is available 24/7 (May take up to one business day for reply)
- Customer telephone support for all other products available Monday thru Friday 8:00 AM to 5PM Pacific Standard Time. (Except Holidays)

What you should know:

- Customer technical support is always free
- To start a customer support case please fill out the web support form
- Please have information about your hardware configuration, type of operating system, and the product drivers and firmware (if applicable). This will help give you the correct answer to your question.
- Please have the serial number of your Promise product

Please provide as much information as you can, to help us quickly assess and resolve your request. Thank you!

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- d. Please select your registered product on the drop down menu. Kindly fill out the form and describe the problem as thoroughly as you can. If you do not see your product with the corresponding Serial Number, please click the link in the drop down menu to register your unit.

PROMISE TECHNOLOGY, INC. Support Center

Home Register Product Unregister Product Open Web Support Open RMA Web Support Reply RMA Reply Manage Profile Logout

Promise Web Support Online Form

Fields marked * are mandatory

Product

* Select Product Please select your product from the drop down list.

Product Description If you do not see your unit in the list, please click here to register your unit.

<click here to add product>

* Select Host

System Information

* Host Name TLA Number

* Operating System

Service Release

System Manufacturer Model

Mother Board Firmware Version

Other Hardware

* DiskDrive	Manufacturer	Model Number	Firmware Version	No of Drives
	<input type="text" value="Select"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
* Network Adapter	Manufacturer	Model Number	BIOS Version	Driver Version
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Video Card	Manufacturer	Model Number		
	<input type="text"/>	<input type="text"/>		
* Host Bus Adapter	Manufacturer	Model Number	BIOS Version	Driver Version
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

* Drive Configuration

Combination Description (in not more than 250 characters)

Problem Description

* Reason for Call

Repeatability

e. Once you have completed and submitted the form, a Technical Support Representative will get in touch with you and provide you with further instructions.

2. Calling Promise's Service and Support Line

If you would like to speak with a Technical Support Representative directly, you can contact us through our support line.

For customers who have not registered with us before, please be prepared with the Serial Number and the TLA number of your unit. This information can be found on a white sticker located on the top corner of the chassis of your Vtrak unit or for HBA users, this information can be found on the bracket of your unit.