Contacting Systems Support Engineering

1-800-NEED-IPC
203-339-7800

If you require technical assistance, contact your local IPC branch office or distributor. If you need additional assistance, call IPC Systems Support Engineering: in the USA and Canada, dial 1-800-NEED-IPC; elsewhere, dial the North America country access code, then 203-339-7800.

Before contacting Systems Support Engineering, please have the following information available:

- **modem telephone number**—Each System Center is installed with a modem so that the System Center can be accessed by Systems Support Engineering for diagnostics and troubleshooting.

- **software release**—Systems Support Engineering will ask you what software release you are using with your Alliance MX System. To find out the software release on a stand-alone System Center, take the following steps:

   1 At the System Center workstation, open a command tool window.
   2 Move your mouse cursor inside the shell tool window so the window is active.
   3 Type `ckversion` and press RETURN. Your software version will be listed.

- **system size**—Systems Support Engineering will ask you how large your system is; that is, the number of terminal units (TU), or terminal shelves, you have.

- **system power**—Systems Support Engineering will ask you what type of power you are using to power your Tradenet MX System. You need to tell them whether you are using AC or DC power. If you are using AC power, you need to tell them whether you are using HC or KEPCO equipment; if you are using DC power, you need to tell them whether you are using HC or Unipower equipment.

In addition, be prepared to provide a description of the problem and what steps you took leading up to the problem.

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