

# How To Open A Support Ticket



Versión en Español Disponible

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## Online Support Site

<https://support.sangoma.com>

A "ticket" is a conversation within our online support center. Each ticket has a unique ticket number. We request that you open a separate support ticket for each issue. Please do not list multiple issues within the same ticket.

You can view and reply to a ticket within our online support center, or by e-mail. If replying by e-mail, please be sure to keep the subject line intact so that your message reaches our ticketing system.

## Difference between Support Credits and Support Contracts

Depending on the type of support you are looking for you may need to have a Support Contract and/or Support Credits in place for your organization or product.

- Support Credits
  - A single support credit is generally worth 1 minute of time with the support department.
  - Support Credits can be purchased in 120, 300 and 600 credit chunks
  - Support Credits are also included with your purchase of a Support Contract based on what product and type of Support Contract you have purchased.
  - Support Credits belong to a Organization not to a specific product.
  - For more information, see [How to Purchase Support Credits](#)
- Support Contracts
  - Required to get support on some products and types of support as outlined below in the Support Requirement section
  - Support Contracts include some Support Credits based on the type of Support Contract you have purchased and type of product.
  - Support Contract belongs to a specific product not a Customer or Organization.
  - Require yearly renewals to keep in effect.
  - For more information, see [How to Purchase Support Contracts](#).

## Support Requirements

You must have a positive support credit balance and/or support contact in order to obtain Support on most products. Depending on your product you want support for the requirements can be different are outlined below.

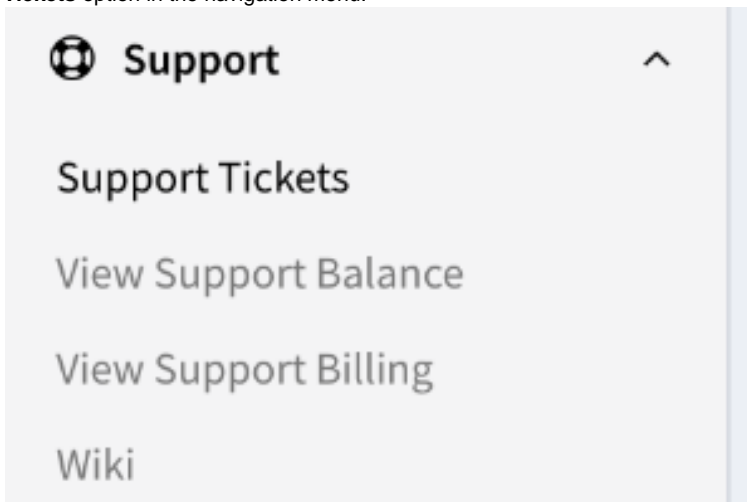
- **FreePBX**
  - FreePBX Appliances
    - Assistance with a hardware problem on your purchased Sangoma FreePBX Appliance.
    - Appliance must be still covered under warranty. Does not cover anything about the software on the Appliance just the physical hardware.
    - No Support Contract required
    - No Support Credits used
  - FreePBX Configuration
    - Setup, configuration of your FreePBX system.
    - Requires Support Contract

- Uses Support Credits
- **FreePBX Commercial Modules**
  - Assistance on a FreePBX Commercial Module you have purchased.
  - Please note this option requires the Commercial Module to be covered under an active maintenance period.
  - All new module purchases come with maintenance covered for the first 12 months free of charge.
  - No Support Contract required
  - No Support Credits used
- **PBXact UC**
  - **PBXact UC Appliances**
    - Assistance with a hardware problem on your purchased Sangoma PBXact Appliance.
    - Appliance must be still covered under warranty
    - No Support Contract required
    - No Support Credits used
  - **PBXact UC Bug Reporting**
    - Assistance troubleshooting a bug on your PBXact system.
    - Requires Support Contract
    - No Support Credits used
  - **PBXact Configuration**
    - Support on the setup, configuration of your PBXact system.
    - Requires Support Contract
    - Uses Support Credits
- **PBXact Cloud**
  - **PBXact Cloud Bug Reporting**
    - Assistance troubleshooting a bug on your PBXact UCC system.
    - No Support Contract offered or required
    - No Support Credits used
  - **PBXact UCC Configuration**
    - Support on the setup, configuration of your PBXact UCC system.
    - No Support Contract offered or required
    - Uses Support Credits
- **SIPStation and FAXStation**
  - **SIPStation General Support**
    - Support for SIPStation Service
    - No Support Contract offered or required
    - No Support Credits used
  - **FAXStation General Support**
    - Support for FAXStation Service
    - No Support Contract offered or required
    - No Support Credits used
- **Session Border Controller (SBC)**
  - **SBC Hardware Appliance**
    - Assistance with a hardware problem on your purchased Sangoma SBC Appliance.
    - Appliance must be still covered under warranty
    - No Support Contract required
    - No Support Credits used
  - **SBC Support**
    - Assistance on the SBC product related to bugs not setup
    - Requires Support Contract
    - No Support Credits used
  - **SBC Configuration**
    - Support on the setup, configuration of your Vega UC system. Please note this option requires a support contract to be in place and a positive support credit balance.
    - Requires Support Contract
    - Uses Support Credits
- **Vega Gateways**
  - **Vega Gateways Hardware**
    - Assistance on a hardware issue with your Vega Gateway.
    - Appliance must be still covered under warranty
    - No Support Contract required
    - No Support Credits used

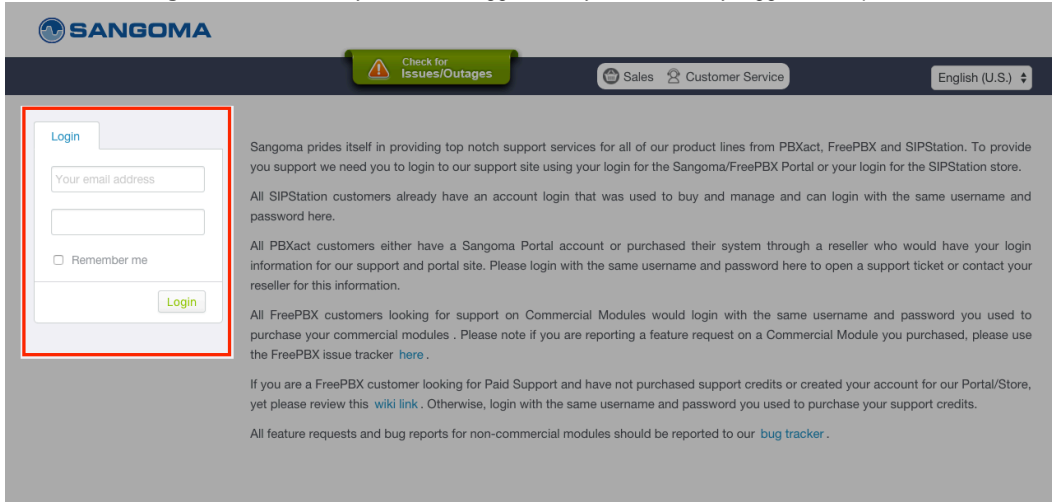
- Vega Gateways Support
  - Assistance on the Vega Gateway product related to bugs not setup
  - Requires Support Contract
  - No Support Credits used
- Vega Gateway Configuration
  - Support on the setup, configuration of your Vega Gateway system.
  - Requires Support Contract
  - Uses Support Credits
- **Phones**
  - Sangoma Phone Hardware
    - Assistance with a hardware problem on your purchased Phone Hardware.
    - Must be still covered under warranty
    - No Support Contract offered or required
    - No Support Credits used
  - Sangoma Phone Support
    - Assistance with the Sangoma Phones. Please note we only support our Phones connected to FreePBX or PBXact system.
    - Must be still covered under warranty
    - No Support Contract offered or required
    - No Support Credits used
- **Telephony and Data Cards**
  - Card Hardware Problem
    - Assistance on a hardware issue with your Telephony and Datacom Cards.
    - Must be still covered under warranty
    - No Support Contract offered or required
    - No Support Credits used
  - Card Support Service Request
    - Assistance on the setup or configuration of your card.
    - Please note this department is supported at best effort free of charge.
    - No Support Contract offered or required
    - No Support Credits used

## Log In

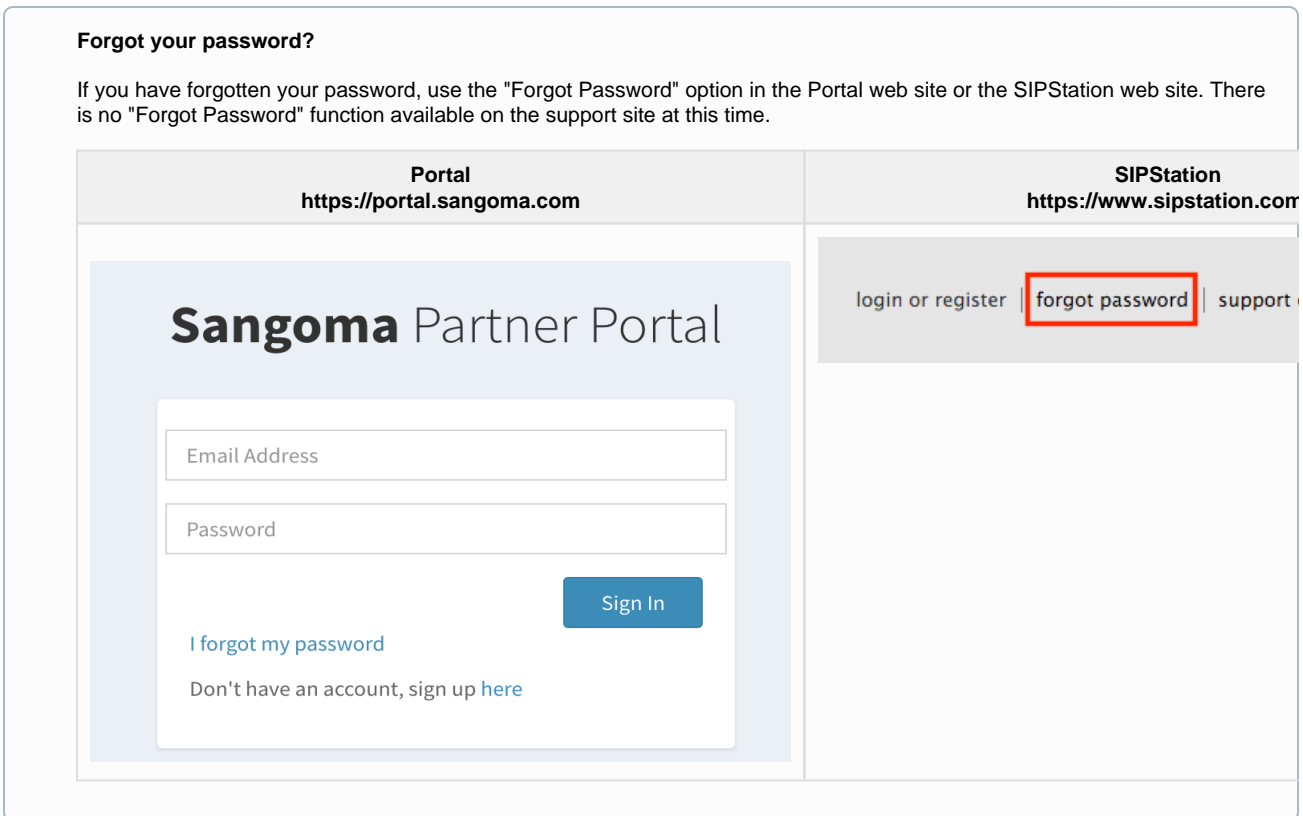
- There are two ways to reach the online support web site:
  - **Directly:** Go to <https://support.sangoma.com>
  - **Through the Portal:** Assuming you are logged into the Portal at <https://portal.sangoma.com> -- Click on the **Support > Support Tickets** option in the navigation menu.



- You will see a **Login** tab on the left if you are not logged in. If you are already logged in, skip to the "Submit a Ticket" section below.



- Enter your **e-mail address** in the top field, and your **password** in the bottom field. Your login credentials are the same credentials you would use to log into our Portal or the SIPStation web site.



- Check the **Remember Me** box if you would like your browser to remember you next time. (Not recommended on public computers).
- Click the **Login** button.



## First Time Logging In?

- If this is the first time you have logged into our support system, we will ask you to confirm your contact information and update it as necessary.

Welcome! Please take a moment to update your profile below so we can serve you better in the future.

## My Profile

### General Information



Full Name:



John Doe

Organization:

Sample Company

Title/Position:

### Profile Details

Phone Number:

Profile Image:

Choose File No file chosen

### Email Accounts [[+](#) Add Email]

johndoe@example.com

Update

- Click the **Update** button to proceed.

Update

## Submit a Ticket

- Click **Submit a Ticket**.



- Choose the most appropriate support **department** for your request. This helps us serve you most efficiently by routing your inquiry to the appropriate staff. Some departments may not be available to your account.

## Departments



### Customer Service & Billing

If you are looking to talk with Customer Service on general questions or billing enquiries on non sales or technical questions.



### FreePBX Support

If your request is related to the Open Source FreePBX software and you have a positive support credit balance.  
All support request in this department authorize us to use your paid support credits as outline in the [ToS](#) for Paid Support.



### PBXact UC

If your request is related to PBXact UC (Premise) pick this option.



### PBXact UCC

If your request is related to PBXact UCC (Cloud) pick this option.



### RMS

If your request is related to RMS, our Cloud-based remote monitoring service.



### SIPStation and FAXStation

If you are a SIPStation trunking customer and are seeking support related to your SIPStation service or Porting a Phone Number. Support on SIPStation service is free of charge but upon submission of your ticket you will need to pick the location the request is for so make sure you are logged in with the same username you use for managing your SIPStation store account.



### Session Border Controllers

If your request is related to all SMB SBC Appliance, Vega SBC Appliance, Vega SBC VM Software, and Netborder SBC Appliance.



### Vega Gateways

If your request is related to all Vega 50, Vega 3000, Vega 5000, Vega 100/200/400, Vega 100G/200G/400G Gateways.



### Netborder Appliances

If your request is related to a Netborder SS7 (NSG), Netborder VoIP Gateway (NVG), Netborder Express Gateway (NBE) and STM1Mux.



### Express for Lync

If your request is related to an Express for Lync and Express for Skype.



### Phones

If your request is related to a Sangoma VoIP Phone.



### Telephony and Datacom Cards

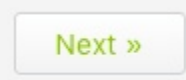
If your request is related to all A1xx, A2xx, A3xx, A4xx, A5xx, B5xx, B6xx, B7xx, D1xx, D5xx, W4xx and any other Sangoma card.



### Lyra Answering Machine Detection and NetBorder Call Analyzer

If your request is related to all Call Center products with Lyra and NCA products.

- Click the **Next>>** button to proceed.



- Depending upon the department you selected, the next screen may request additional information. Don't forget to make the appropriate selections and enter any special information as requested.

*For example, the FreePBX Configuration Support department requires you to select a Billing Responsibility and Deployment ID.*

**General Information**

**Additional User Information**

Billing Responsibility: \*

Please pick a deployment from below. Deployments can be added through the portal by clicking on **Deployments>Register**. Please remember to fill in all the login information when registering a Deployment.

Deployment: \*

- If you are opening a ticket in a paid support department, you will see your available support credit. Paid support requests require a positive support balance.

**Below is your current support credit balance you have remaining on your account.**

Support Credit Left: **30.0000**

- Enter a ticket **subject**, give a brief summary of your issue. This becomes the title of the ticket. Please be descriptive. If you have multiple tickets open at the same time, a descriptive subject will help you (and us!) keep track. A subject like "One-Way Audio on my Main Office Deployment" is a better choice than "Please Help."
- Enter your message below the subject. Please be as descriptive as possible when filling out the description of the issue you are reporting. This includes any applicable traces, as well as steps to reproduce the problem.

Your Message

Subject

Your message goes here.

Lorem ipsum dolor sit amet, usu reque semper vulputate eu. Eos at tibi que menandri, nec ei dolores tincidunt. Sed cu debet viderer epicurei. Usu errem vivendum at, phaedrum singulis ius eu. Mel solet suavitate ex, enim ipsum ad mea.


Pro eros placerat ex, ad aperiam abhorreant nec. Sumo dui tacimates sea ea, meliore recteque sit an. Cu quo cilita aliquid disputando, et electram prodesset sit. Agam affert pertinax eum eu.


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- If you need to provide attachments, such as screenshots or documents, you can use the Attach Files option. Click the **Add File** button to get started.

Attach Files  [Add File](#)

- Click the **Choose File** button.

Attach Files  [Add File](#)

  No file chosen

- Select a file from your computer.
- You can add more files by clicking **Add File** to repeat the process. Select another file from your computer.

- Click the **Submit** button when ready to submit your ticket.

- You will receive a confirmation of your ticket on screen and will also receive an e-mail confirmation.

## Your request has been received

We have received your request and our team will get back to you shortly. You can log in to the helpdesk to review the status of your request, or check your email for further updates.

### General Information

Ticket ID	#415793
First and Last Name	John Doe
Email	johndoe@example.com
Type	No Contract
Priority	Low

### Subject: Example Ticket Subject

Your message goes here.

Lorem ipsum dolor sit amet, usu reque semper vulputate eu. Eos at tistique menandri, nec ei dolores tincidunt. Sed cu debet viderer epicurei. Usu errem vivendum at, phaedrum singulis ius eu. Mel solet suavitate ex, enim ipsum ad mea.

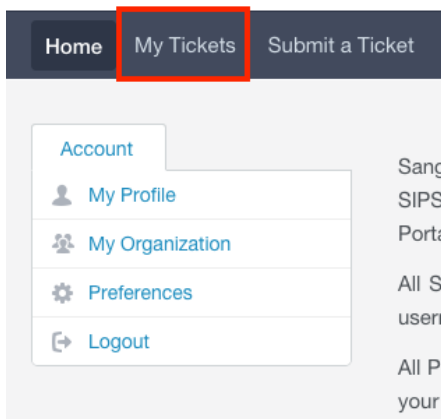
Pro eros placerat ex, ad aperiam abhorreant nec. Sumo duis tacimates sea ea, meliore recteque sit an. Cu quo clita aliquid disputando, et electram prodesset sit. Agam affert pertinax eum eu.

Ex harum tantas mea, an pri dolor sanctus volumus. Nominati repudiare ullamcorper mel cu. In soleat copiosae intellegat eos, vix dicam abhorreant ad, possim melius an sit. Et mel dicat etiam. Equidem verterem ei vix.

## View an Existing Ticket

You will receive our replies to your ticket at the e-mail address you used to log into the support site. You can also view your tickets in the online support center:

- To view your existing open tickets, after logging to the support center, click on **My Tickets**.





- You will now be shown all of your open tickets. To edit a ticket or add additional details / updates, simply click on the ticket name (large blue text).

View Tickets View Resolved Tickets (2)

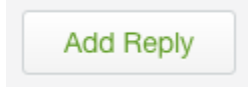
Ticket ID	Last Update ▾	Last Replier	Department	Type	Status	Priority
<b>Example Ticket Subject</b> ←						
415793	Fri 29 January 2016 04:57 PM	John Doe	SIPStation Numbe...	No Contract	In Progress	Low

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## Reply to a Ticket

You can reply by e-mail or by using the online support center. If you reply via e-mail, be sure to keep the subject line intact so that we receive your messages. You can also reply via the online support center:

1. Navigate to your ticket as described above.
2. Click the **Add Reply** button.



3. Enter your **Message**, attach additional files if desired, and click the **Send** button.

Your Message

Imperdiet nunc praesent, sodales laoreet eros justo tincidunt rutrum augue, viverra donec ut ultrices, placerat convallis. Pretium phasellus mollis, a viverra. Ac pede in suscipit quis tortor ut, sit at erat sagittis, augue ut leo rutrum. Penatibus velit massa amet viverra per dictumst, condimentum amet libero, consectetur neque. Viverra fringilla, ac ligula feugiat elit etiam, vivamus et malesuada lectus sed curabitur luctus, quis praesent parturient nam conubia magna.

Attach Files [+ Add File]

**Send**

## View a Resolved (Closed) Ticket

Please avoid re-opening closed tickets unless your issue is unresolved and you need further assistance. If you reply to a closed ticket, the ticket will re-open. For new issues, please open a new ticket.

- Click the **View Resolved Tickets** button to view and re-open a closed ticket.

View Tickets View Resolved Tickets (3)

Ticket ID	Last Update ▾	Last Replier	Department	Type	Status	Priority
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Page 1 of 1

- You will see a full list of all the tickets you have created that have been closed. Click on any ticket name (large blue text) to review or re-open it.

View Tickets Hide Resolved Tickets

Ticket ID	Last Update ▾	Last Replier	Department	Type	Status	Priority
<b>Example Ticket Subject</b> ←						
415793	Fri 29 January 2016 05:04 PM	Sangoma/FreePBX Support	SIPStation Numbe...	No Contract	Closed	Low