

HighPoint Technologies, Inc.

Online Technical Support Guide:

Submitting a Pre-Sales Inquiry

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1. Submitting a Pre Sales Question or Inquiry:

HighPoint welcome's any comments, questions or suggestions you may have about any current or upcoming product. We encourage you to contact us using our Online Support forum, and submit a Pre Sales Inquiry.

HighPoint Global Web Support

Issues Products FAQ My Profile Logout

Add Product Registration

All of this sites' customers are supported

Product *

Purchase Date

Product Serial Number *

Add Product Registration

Visit HighPoint website at www.highpoint-tech.com

After logging in to your user account, click "Products" from the top menu.

HighPoint Global Web Support

Issues Products FAQ My Profile Logout

Add Product Registration

All of this sites' customers are supported

Product * # Pre Sales Technical

Purchase Date 2016-09-12

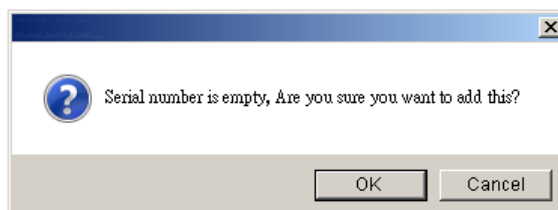
Add Product Registration

Visit HighPoint website at www.highpoint-tech.com

Drop-Down Menu Selections:

- Product:** Click the drop-down menu and select "# Pre Sales Technical".
- Purchase Date:** Click the calendar icon and select the purchase date (select today's date).

Once you are complete, click "Add Product Registration", then click "OK".



The interface will display a summary:



The screenshot shows the 'HighPoint Global Web Support' interface. At the top, there is a navigation menu with 'Issues', 'Products', 'FAQ', 'My Profile', and 'Logout'. The user is logged in as 'yr'. The main content area is titled 'Product Registration' and displays the following details:

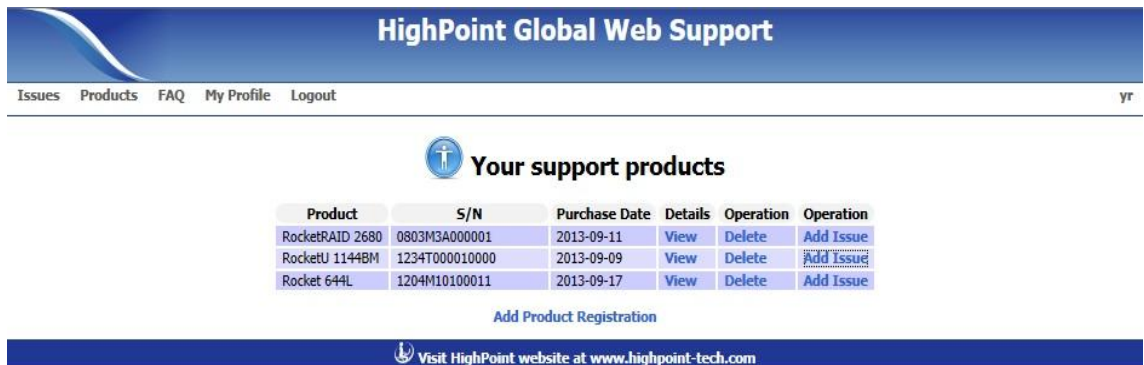
- Product Registration ID: 15706
- Status: Active
- Customer: yr
- Reseller: Us (No Reseller)
- Product: Rocket 644L
- S/N: 1204M10100011
- Purchase Date: 2013-09-17

Below the details is a link to 'Edit Product Registration'. Underneath, it states 'Skills supported under this product registration: None / Unknown'. At the bottom, there is a footer with a globe icon and the text 'Visit HighPoint website at www.highpoint-tech.com'.

Note: You can edit any product entry by clicking "Edit Product Registration".

Once the product is registered, click "Products" from the Account Menu; locate the product you just registered from your list, and click "Add Issue".

2. Adding a Support Issue



The screenshot shows the 'HighPoint Global Web Support' interface. At the top, there is a navigation menu with 'Issues', 'Products', 'FAQ', 'My Profile', and 'Logout'. The user is logged in as 'yr'. The main content area is titled 'Your support products' and displays a table of registered products:

Product	S/N	Purchase Date	Details	Operation	Operation
RocketRAID 2680	0803M3A000001	2013-09-11	View	Delete	Add Issue
RocketU 1144BM	1234T000010000	2013-09-09	View	Delete	Add Issue
Rocket 644L	1204M10100011	2013-09-17	View	Delete	Add Issue

Below the table is a link to 'Add Product Registration'. At the bottom, there is a footer with a globe icon and the text 'Visit HighPoint website at www.highpoint-tech.com'.

After clicking "Add Issue", Web Support will display the following reminder:

HighPoint Global Web Support


Issues Products FAQ My Profile Logout

Please try to search the answer you need form FAQ before adding new issue first.

[GO TO FAQ](#)

Please wait while you are redirected

[Continue To Add Issue](#)

 Visit HighPoint website at www.highpoint-tech.com

Click “Continue to Add Issue” to proceed.

The “Add Issue” interface will present the following form. The form requires that you title your support issue. After entering an appropriate title, please type your question or describe the problem you are experiencing into the “Problem Description” text box. Once you are complete, click the “Add Issue” button to submit your request.

Support will reply to your request within 24 business hours, and notified via Email when any updates are made to your case.

Add Issue

Issue Type:	<input checked="" type="radio"/> Pre-sales Consulting <input type="radio"/> After-sales Consulting
Area:	-
Title:	<input type="text"/> Required
Problem Description:	The more information you can provide, the better: <div style="border: 1px solid #ccc; height: 150px; width: 100%;"></div>

[Add Issue](#)