VANTIS
BEYOND PERFORMANCE

Technical Support

Vantis provides extensive technical support for its programmable logic devices and associated software and responds quickly to customers' technical questions via e-mail, fax or telephone. Vantis also provides a worldwide network of applications engineers to provide local support where required.

Vantis provides the following customer support services:

◆ Customer Design Support

◆ Technical Support Hotline

◆ Electronic Mail

◆ World Wide Web Site

CUSTOMER DESIGN SUPPORT

Vantis Field and Factory Applications Engineers (FAE) will assist customers with designs to find the best solution for customers' requirements. Please contact a local Vantis sales office for support. Vantis FAEs will then work with customers at their company site as needed to reach a satisfactory solution.

TECHNICAL SUPPORT HOTLINE

US & Canada	Phone:	(888) VANTIS-1 or (888) 826-8471
	Fax:	(408) 616-7894
	Email:	techsupport@vantis.com
UK & Europe	Phone:	+44-(0) 1276-803285
	Fax:	+44-(0) 1276-803298
	Email:	euro.tech@vantis.com

Customers in the United States and Canada can receive direct technical support for Vantis devices and software by calling Vantis Applications at (888) VANTIS-1 between the hours of 8:00 a.m. and 5:00 p.m. Pacific Time from Monday to Friday. Customers in the United Kingdom and the rest of Europe can receive technical assistance by calling +44-(0) 1276-803285, or by contacting their local Vantis distributor or sales office. Customers can also fax technical support questions to (408) 616-7894.

ELECTRONIC MAIL

Customers can use electronic mail (e-mail) to send technical questions about devices and software to Vantis Applications at techsupport@vantis.com. Vantis e-mail is checked regularly throughout the day and is given the same priority as telephone inquiries. However, because e-mail delivery through the Internet can be delayed, either the technical support hotline or fax should be used for urgent issues.

WORLD WIDE WEB SITE

Vantis provides a Web site for instant on-line access to the latest Vantis product information. The site allows customers to browse through Vantis product information and literature and search for solutions on technical questions or problems through the Vantis Technical Support's Frequently Asked Questions (FAQs). The Web site also provides the ability for customers to download on-line versions of application notes, application briefs, data sheets, and selected software products and patches. Access the Vantis Web site at http://www.vantis.com or contact the Vantis Applications group at (888) VANTIS-1 for more information.