

# New Technical Support Choices

Callers to the Technical Support Hotline at the Xilinx headquarters in San Jose now encounter a friendly, ease-to-use telecom-

munications system that allows better access to the resources and solutions needed to ensure design progress and success.

## Efficient and Speedy Access to Engineers on the Hotline Through Increased *Choices*

We are continuously investing in state-of-the-art customer support systems to provide customers with choices, efficient access to support resources and reliable connections.

When contacting the Technical and Applications Support Hotline in San Jose, you will be prompted to input the purpose of your inquiry to ensure that you reach the most appropriate person as soon as possible. In addition, you will be asked to provide your “*personal ID number*” or your “*case ID number*.”

Anytime during the process, you can bypass the automated inquiries to speak directly with a live support representative or leave a voicemail message for a support engineer.

the support process. Once the telecommunications system receives your ID number, you will skip directly to a menu of topics to choose from so that your call can be routed to the most helpful resource or qualified support engineer available.

Cases opened under your ID number are tracked under your name. If your colleagues wish to contact Xilinx, advise them that they can receive their own *personal ID numbers* by calling the hotline directly.

### ***What is my case ID number?***

Each time you call with a new support need, a *case ID number* will be assigned and communicated to you by a support professional. If you have further need to contact the hotline regarding an open case, you can speed your access to your case worker by inputting the case number directly into the telecommunications system.

### ***What is the fastest way to reach an engineer with a new question?***

On a typical day, the fastest path to reach a support engineer is through the telecommunications system using your personal ID number:

- Select your situation: New Case or Existing Open Case.
- Enter your *Personal ID* or the *Open Case ID*
- For a new case, you will be prompted to select a product topic area.
- Your call is directed to the most appropriate available resource.



### ***What is my personal ID number?***

The first time you contact the Xilinx hotline, your *personal ID number* will be assigned by our customer case management system. On subsequent calls, you may use this number to speed up



## Increased On-Line Technical Information

### *The Xilinx BBS mirrored on the World Wide Web.*

Xilinx Bulletin Board Service files and resources can now be accessed through the Xilinx Internet FTP site.

### *Xilinx offers increased on-line support resources and choices.*

In the coming months, keep an eye on the Xilinx Technical Support resources on WebLINX, the Xilinx web site ([www.xilinx.com](http://www.xilinx.com)). In addition to the above mentioned BBS resources, you will see increased access to applications materials, product support materials, and commonly asked questions and solutions.

## TECHNICAL SUPPORT RESOURCES

### HOTLINE SUPPORT, U.S.

#### **Customer Support Hotline:**

800-255-7778

*Hrs: 8:00 a.m.-5:00 p.m. Pacific time*

#### **Customer Support Fax Number:**

408-879-4442

*Avail: 24 hrs/day-7 days/week*

#### **E-mail Address:**

[hotline@xilinx.com](mailto:hotline@xilinx.com)

#### **Customer Service\*:**

408-559-7778, ask for customer service

*\* Call for software updates, authorization codes, documentation updates, etc.*

### HOTLINE SUPPORT, EUROPE

#### **UK, London Office**

telephone: (44) 1932 820821

fax: (44) 1932 828522

Bulletin Board Service: (44) 1932 333540

e-mail: [ukhelp@xilinx.com](mailto:ukhelp@xilinx.com)

#### **France, Paris Office**

telephone: (33) 1 3463 0100

fax: (33) 1 3463 0959

e-mail: [frhelp@xilinx.com](mailto:frhelp@xilinx.com)

#### **Germany, Munich Office**

telephone: (49) 89 991 54930

fax: (49) 89 904 4748

e-mail: [dlhelp@xilinx.com](mailto:dlhelp@xilinx.com)

#### **Japan, Tokyo Office**

telephone: (81) 3 3297 9163

fax: (81) 3 3297 0067

e-mail: [jhotline@xilinx.com](mailto:jhotline@xilinx.com)

## X-TALK: The Xilinx Network of Electronic Services

- **Xilinx home page on the World Wide Web** ..... [www.xilinx.com](http://www.xilinx.com).
- **Electronic Technical Bulletin Board (U.S.)** ..... 408-559-9327
- **XDOCS E-mail document server**-  
send an E-mail to [xdocs@xilinx.com](mailto:xdocs@xilinx.com) with 'help' as the only item in the subject header.  
You will automatically receive full instructions via E-mail.
- **XFACTS fax document server** ..... available by calling 408-879-4400.

### **E-mail addresses for questions related to specific applications:**

Digital Signal Processing applications ..... [dsp@xilinx.com](mailto:dsp@xilinx.com)  
PCI-bus applications ..... [pci@xilinx.com](mailto:pci@xilinx.com)  
Plug and Play ISA applications ..... [PnP@xilinx.com](mailto:PnP@xilinx.com)  
PCMCIA card applications ..... [pcmcia@xilinx.com](mailto:pcmcia@xilinx.com)  
Asynchronous Transfer Mode applications ..... [atm@xilinx.com](mailto:atm@xilinx.com)  
Reconfigurable Computing applications ..... [reconfig@xilinx.com](mailto:reconfig@xilinx.com)