TECHNICAL SUPPORTS: *CONTACTING TECH SUPPORT*

~how to instructions for contacting tech support~

HOW TO GET SUPPORT FOR YOUR SPEECH GENERATING DEVICE

TECH SUPPORT *If your SGD is not working properly or you need help problem-solving you can find self-help, live-chat or call-in support*	
Step 1-a	Check website for how-to support articles & webinars.
Step 1-b	Call SGD manufacturer. Link to "tech support".
	Have device & serial number available for technician.
Step 2	Describe problem.
Step 3	Log call-in information to keep track of problem/resolution.

IF YOU NEED TO SEND IN YOUR SGD FOR REPAIR:	
Step 1	Call tech support to confirm the device needs to be sent in.
Step 2	Ask tech support for a RA (Return Authorization) number.
Step 3	Pack up device in original packing. Ship to manufacturer. Write RA# in the shipping address (ATTN: Tech Support RA#000)

TO OBTAIN FUNDING FOR REPAIR: *This happens as soon as you determine your SGD needs repair.*	
Step 1	Ask manufacturer if device is still under warranty.
Step 2	If under warranty, obtain RA# & ship device. Request a loaner.
Step 3	If not under warranty, determine who funded original purchase (Medicare, insurance, etc.). Ask your manufacturer or SLP.
Step 4	Request a letter from your SLP authorizing the repair. This letter is written to your physician, asking for a prescription.
Step 5	Obtain a signed prescription from your doctor for the repair. Send this signed RX to the manufacturer. Keep a copy for your records! *See sample letter & RX
Step 6	Send/fax to manufacturer: copy (front & back) of your medical card, your signed RX & client information form
You can call the manufacturer's funding dept. if you have questions. They will tell you what you need & help you through the process.	

NOTE: Document all your tech support contacts in your Tech Support Log

Comments/Explanation:

Additional references at http://rastresources.com