Customer Support
Mitel/Marriott Installations

Comtrol has an exceptional staff of technical personnel to assist you. You can count on us to provide support with quick response and accurate information. Please choose from the following service options. You must have a working Internet connection in order to use the On-Line Technical Support or FTP site.

Before you call, you may want to go through Troubleshooting section in the *LL2 Software Installation* document.

Please have the following information available, if you contact Technical Support:

- Thin Server serial number (product label on bottom of unit)
- Thin Server BIOS version

    Note: *Use the LL2 -reset command and press Enter immediately. The BIOS version appears on the top line.*

- Image number
- Site name
- Use Hyperterminal or Procomm to create and email Comtrol Technical Support a capture file.

    Note: *For a more timely response to resolve your problem, please email Technical support a capture file. Without the information in the capture file, it is difficult to diagnose a problem.*

Comtrol		Mitel Technical Support
Phone	(763) 494-4100	
FAX	(763) 494-4199	(800) 561-0860
Email	support@protocoltech.com	
FTP site	ftp.comtrol.com/HPD/default.htm	**PMS Problems**
web site	www.comtrol.com.HPD	632-240-6000

Repairs and Returns

Repair services with a staff of trained repair technicians that can service your board in a timely manner. Use the following procedure:

1. Contact Technical Support for an RMA number (Return Merchandise Authorization). Shipments will not be accepted without prior authorization. You must provide us with the model number and serial number.

2. Ship the product(s) in original packaging (if possible) with the RMA number clearly on the outside of the package to:

    Comtrol Corporation
    Attention: RMA (+ RMA Number)
    6655 Wedgwood Road, Suite 120
    Maple Grove, MN 55311-3646 USA

Capturing a File for Technical Support

Use this procedure to capture a file to email to Comtrol Technical Support:

1. Open a HyperTerminal or ProComm session. [HyperTerminal configuration information](#) is available.

2. Select the **Transfer/Capture Text** option, browse to the location you want to place the file, and select the Start button.
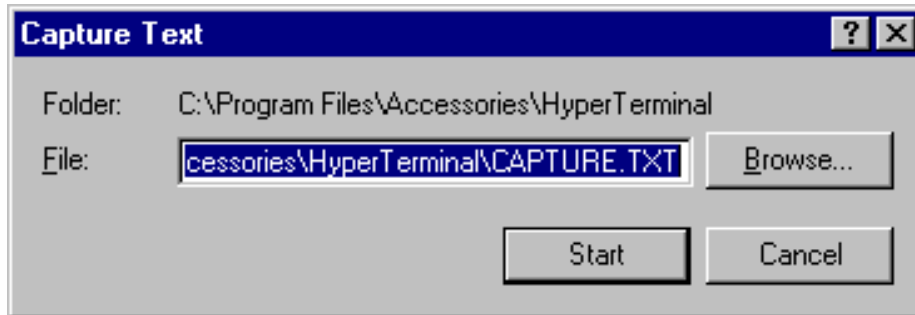
3. Reboot the Thin Server with this command at the **Howdy>** prompt:

   ```
   LL2 -reset
   ```

4. At the Howdy-> prompt, enter:

   ```
   portconfig -i
   ```

5. Demonstrate the problem by recreating the transaction causing the error.

6. Select the **Transfer/Capture Text/Stop** option.

7. Attach the capture file to an email message that contains a detailed written description of the problem.

Comtrol Document Number: **2000173 Rev A**