

How to Raise a Support Ticket

Contents

Submitting a Support Ticket	2
Viewing an Existing Support Case	4

Submitting a Support Ticket

As a customer you can submit your own support tickets either via the Portal or via emailing helpme@purdi.com unless it's an RMA which must go via the portal.

You can also raise support tickets via <https://store.purdi.com> by clicking on "Create Support Ticket/RMA".

This will then present the following; as you type in the subject this will automatically present you with clickable links to our Knowledgebase which may solve your query. Once you have filled in the form click "Submit" at the very bottom of the page.

Submit a request

Subject *

Ruckus T610 Firmware compatibility

Suggested articles

[Access Point & Firmware Compatibility Guide - ZD - SZ](#)

[Access Point & Firmware Compatibility Guide - Unleashed](#)

Manufacturer *

Ruckus

Product Model *

T610

Serial Number *

123456789

MAC Address of Device *

xxxxxxxxxx

Is this an RMA Request

☐

Please enter return shipping address and full details of fault and remedial actions taken.

Description *

Which firmware is required for a T610 to connect to smartzone100

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Attachments



Add file or drop files here

Submit

SUBMIT HERE

Once you have clicked “Submit” you be presented with a live update.



Requests Contributions Following

Purdicom > My activities

T610 not powering on



Alessandro Claro

a few seconds ago

Ruckus T610 will not power on, have used different patch cabling.

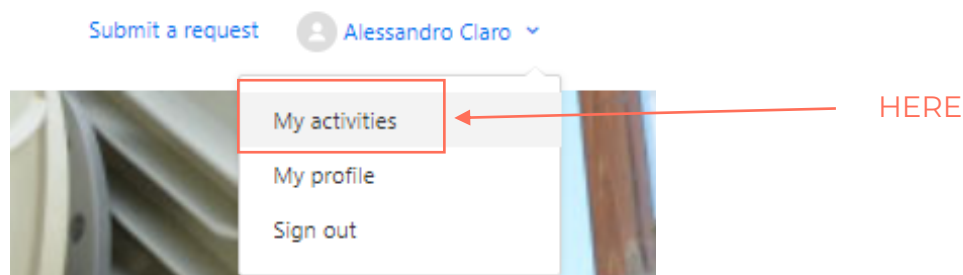


Add to conversation

Mark as solved

Viewing an Existing Support Case

As well as receiving case updates via email you can also view tickets via there customer portal, if your login into your account and click on their name in the top left and select “My Activities”.



This will present you with all the requests they currently open with us as well as historical cases raised, simply click on the case subject and you will be presented with all case notes relating to that.

My requests

My requests Requests I'm CC'd on

Search requests				Status: Any ▼
Subject	ID	Created	Last activity ▼	Status
T610 not powering on	#462	1 minute ago	1 minute ago	open

Similar to when they raise a case, they will be presented with all case updates, the agent who is dealing with their support ticket along with submission time and last case update.



[Requests](#) [Contributions](#) [Following](#)

[Purdicom](#) > [My activities](#)

T610 not powering on

**Alessandro Claro**
a few seconds ago

Ruckus T610 will not power on, have used different patch cabling.



Add to conversation

Mark as solved