

BIO-LOGIC TECHNICAL SUPPORT Telephone Instructions

TROUBLESHOOTING GUIDES

OAE probe troubleshooting guides #590-SCTPB1a, #590-AOAPB1a, 590-AUDPB1d, 590-ABRPB1a

ABaer troubleshooting guide #590-HSSQT1

TECHNICAL SUPPORT

To contact a Bio-logic technical support person during regular business hours, 8:30 AM to 5:00 PM Central Standard time, dial (800) 323-8326.

You will hear the following message:

*Thank you for calling Bio-logic Systems Corp.
This call may be monitored for training purposes.*

If you know your party's 3 digit extension, you may dial it at anytime during this message.

For Hearing products, press 1.

For Neurology and Sleep products, press 2.

For Supply Department products, press 3.

For Human Resources, press 4.

For any other department or operator assistance, press 0 or remain on the line.

To repeat this message, press 9.

Press 1 for hearing products. You will then hear the message listed below. Press 1 again for technical support. Your call will automatically be transferred to hearing technical support. Do not enter in an extension number, unless you are already working with someone on this problem. You will receive faster service by directly dialing the technical support department.

*Thank you for calling Bio-logic Systems Corp. Hearing Division.
This call may be monitored for training purposes.*

If you know your party's 3 digit extension, you may dial it at anytime during this message.

For Technical Support, press 1.

For Sales Support, press 2.

For Supply orders, press 3.

For Service Contracts, press 4.

For any other questions or to reach the operator, press 0.

To repeat this message, press 9.

If you are not able to reach a live person during regular business hours and you need immediate assistance, while testing a patient, please press the 0 button on your telephone. Your call will be routed to the operator who will page someone to assist you.

To contact a Bio-logic technical support person after normal business hours, dial (800) 323-8326. You will hear the following message:

Thank you for calling Bio-logic Systems Corp. Hearing Division After Hours. This call may be monitored for training purposes.

Our normal business hours are from 8:30 AM to 5:00 PM Central time.

If this is an emergency and you have a patient hooked up please press 7 and you will be connected to the answering service who will page someone to assist you.

Press the 7 button on your telephone if you want a technical support person to call you back immediately. If you leave a voicemail message in the general mailbox, your call will not be returned until the next business day.

If you know your party's 3 digit extension, you may dial it at anytime during this message.

For Technical Support, press 1.

For Sales Support, press 2.

For Supply orders, press 3.

For Service Contracts, press 4.

If you wish to leave a message for the operator, press 0.

To repeat this message, press 9.

COMMUNICATION

All malfunctioning items will be issued a work order number and should be returned to your Equipment Designate. Please make sure that the work order number accompanies all returned equipment. It is important to return the equipment as soon as possible since the items get repaired and restocked at EMI for use at other sites, when needed.

