



innovaphone email directory

Questions regarding sales topics:

Besides your innovaphone sales contact person, please forward your queries to:

- sales@innovaphone.com
- inside-sales@innovaphone.com

Questions prior to an installation:

- presales@innovaphone.com

Questions technical problems:

innovaphone provides its certified partners a 3rd level Email support. innovaphone's 3° level support is available during normal office hours from 9.00 to 18.00 (german time).

Certified partners can reach the innovaphone support by sending an Email to support@innovaphone.com.

innovaphone's partner will then get a ticket number by return mail in which additional information may be requested.

This Email should include beside the description of the problem the traces and config files as an attachment in the original Email in order to minimize the communication overhead. If necessary, innovaphone Support Team will call the partner back.

Questions on training courses:

- training@innovaphone.com

Questions on marketing campaigns:

- marketing@innovaphone.com

Questions on orders, delivery times and availability:

- delivery@innovaphone.com

Questions on licenses:

- license@innovaphone.com

Licenses are managed through our my.innovaphone portal. For further information please have a look at the description in our wiki:

- http://wiki.innovaphone.com/index.php?title=Reference:My_Innovaphone



Questions on accounting:

- Accounting@innovaphone.com

Questions on defect devices:

- rma@innovaphone.com

For further information regarding the process, please have a look at the following wiki Article:

- <http://wiki.innovaphone.com/index.php?title=RMA>

New Firmware and documentation:

innovaphone certified partners can access new Firmware and documentation through the download section at our website: <http://www.innovaphone.com/en/services/downloads.html>