

How to Open a Trouble Ticket

- Email: support@tritoncomm.com
- Call: 714.855.4577

Please provide a general statement on the issue and as many answers as you can to the questions below: **Please confirm as much detail as you can. More detail = faster resolution.**

1. How many, and which, users are experiencing the issue?
2. Whether the issue is consistent (reproduceable every time) or intermittent (reproducible only sometimes).
3. Whether the issue is occurring on inbound calls, outbound calls, and/or internal calls.
4. Which devices are affected (desk phone, soft phone, mobile).
5. For soft phone issues: which operating system and browser you are using.
6. For mobile issues: the make and model of your phone and current firmware.