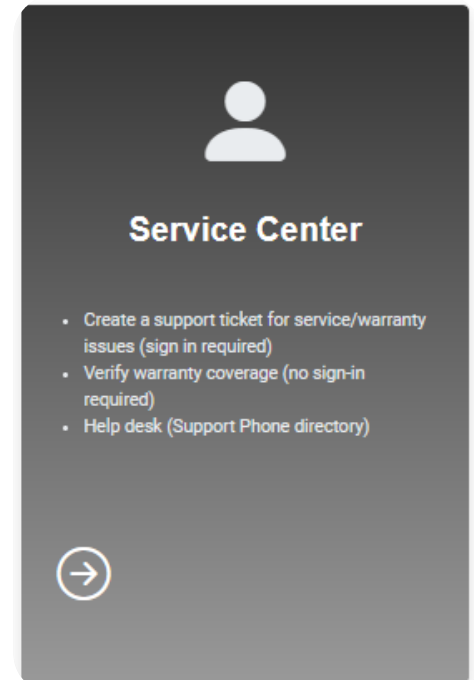


MiTAC - Intel® Server Products (mitacmct.com)

# Online Service Center

- ✓ Support Ticket (Technical/Warranty Support)
- ✓ Check Warranty Coverage
- ✓ Help Desk

<https://datacentersolutions.mitacmct.com/service-center>



# On-line Service Center

2023-8-1 On Line

<https://datacentersolutions.mitacmct.com/service-center>

The screenshot shows the top portion of the MITAC website. At the top left is the MITAC logo with the text "Intel® DSG Server Products" to its right. Below the logo is a navigation menu with links for "PRODUCTS", "SUPPORT", "CONTACT", and "ABOUT MITAC". On the right side of the navigation bar, there is a "Compare Products" button with a dropdown arrow and a search icon. Below the navigation bar is a breadcrumb trail: "Home / Support / Service Center". A blue banner below the breadcrumb contains the text "Service Center" and "MITAC DSG Service Center provides exceptional support and assistance to our valued customers for Intel® DSG server products."

## Welcome to Service Center



### Create a Support Ticket

Let us help with your service and warranty issues. You can easily submit or track your tickets (sign in required).



### Check Warranty Coverage

Click here to discover the details of your DSG product's warranty coverage (no sign-in required).



### Help Desk

Click here to find regional support phone number and Chat/Web-Call services for assistance tailored to your specific location. Our dedicated team is available to provide the support you need.



Empowering a Connected World of Infinite Possibilities

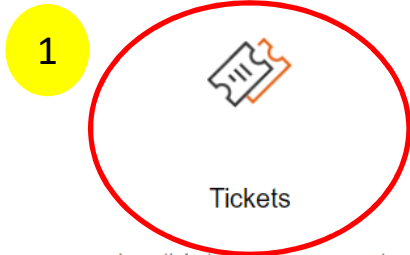


# Ticket System



<https://serviceticket.mitacmct.com/portal/en/home>

MiTAC Ticket System: allow customer to create ticket and check status

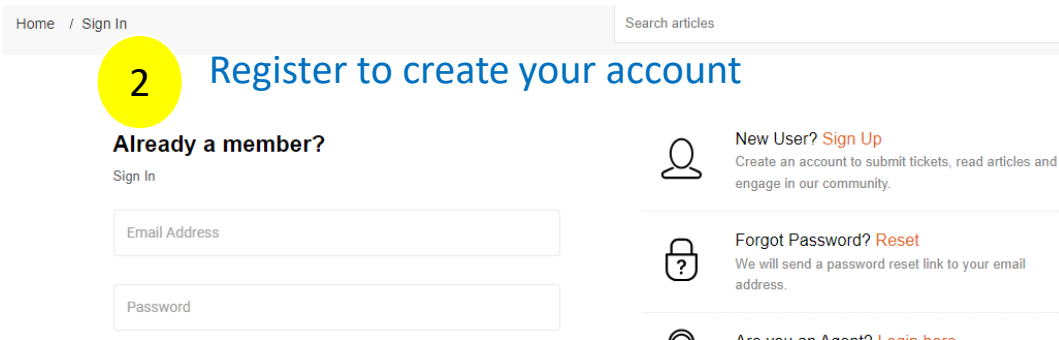


View your previous tickets statuses or create a new ticket.

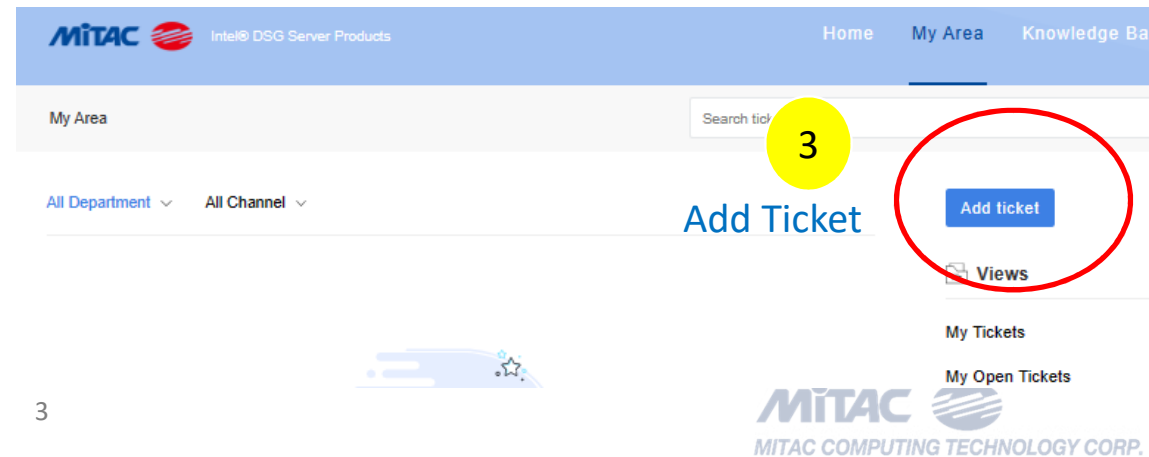


Knowledge Base [FAQ Here](#)

Browse through our collection of articles, user guides and FAQs.



\*If you didn't receive confirmation mail from system after Sign up, please check your E-mail SPAM filter.



# Ticket System

## Submit a ticket

### Ticket Information

Region\*

US

Classifications\*

Debug Request

Subject\*

|

Description\*

**B** *I* U 12 Insert Plain text

Product Name\*



### Additional Information

Serial Number of System\*

Product Type\*

-Please Select-

Serial Number of Product Type\*

BIOS version

BMC version

[Attach a file](#) (Up to 20 MB)

Submit

Discard



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# Ticket System- Issue Classifications (during ticket creating stage)

## Submit a ticket

### Ticket Information

Region\*

-Please Select-

Classifications\*

-Please Select-

Debug Request

Design Review

Feature Request

Warranty Claim

Sales/Marketing

Technical Query

Question

Classifications	Definition
<b>Debug Request</b>	Customer has encountered an error and is seeking assistance in resolving the issue
<b>Design Review</b>	Customer is designing a part and seeking MiTAC's review of (and possibly help with) design.
<b>Feature Request</b>	Customer is requesting a new feature be added to an existing products.
<b>Warranty Claim</b>	Customer is seeking warranty support
<b>Sales/Marketing</b>	Customer is seeking pre-purchase information about Intel product
<b>Technical Query</b>	Customer is seeking technical information not covered by another category
<b>Question</b>	If no suitable category above-mentioned, please choose this one.



# Ticket System- Additional Information (during ticket creating stage)

## Example 1

### Additional Information

Serial Number of System \*

LD1234567890

Product Type \*

System

Serial Number of Product Type \*

LD1234567890

While claim “debug request” or “technical inquiry” for System, please just input SN of System

## Example 2

### Additional Information

Serial Number of System \*

LD1234567890

Product Type \*

MB

Serial Number of Product Type \*

LD6666666666

While “Warranty Claim”, for FRU item, need SN of System, also “Product Type” and its “SN”

# Check Warranty Coverage



<https://datacentersolutions.mitacmct.com/warranty>

## Input

### Service Center - Warranty Information

Check your warranty coverage.

Follow the steps below to verify and request warranty support for your products.

Please enter the serial number of your product/component:

Check

## Output

### Check your warranty coverage

Follow the steps below to verify and request warranty support for your products. Intel® products sold as part of a computer manufacturer. [Contact your system manufacturer](#) or place of purchase for information about your warranty options.

[Return To Online Service Center](#)

#### Intel® Server Board S2600WFT, Single

Serial Number	BQWF82000403
Stocking ID/Part #	H48104-854
Estimated Warranty Expiration	<b>August 25, 2025 (Current)</b> ⓘ

OR

Sorry it's not MiTAC's direct shipment, please re-check it from Intel portal.

[https://supporttickets.intel.com/s/warrantyinfo?language=en\\_US](https://supporttickets.intel.com/s/warrantyinfo?language=en_US)



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# Phone Directory



<https://datacentersolutions.mitacmct.com/help-desk>

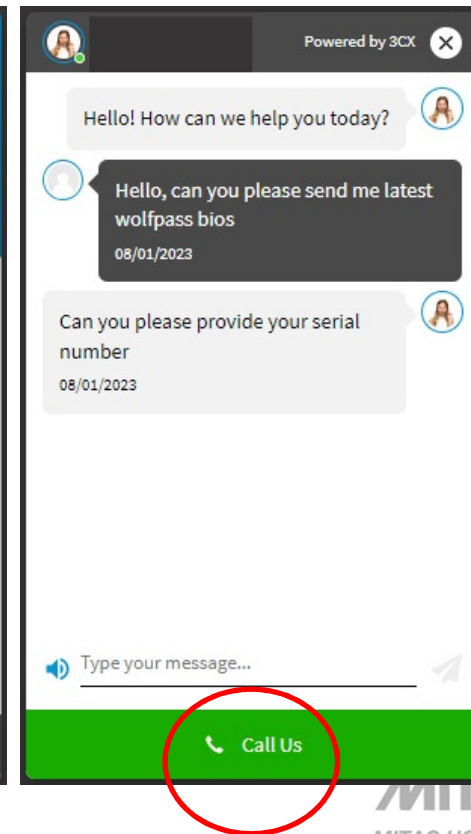
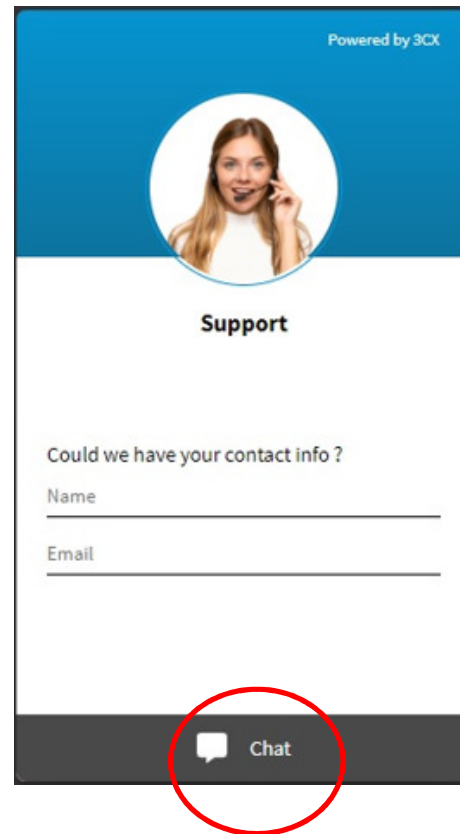
## MiTAC DSG Support Phone Directory

Our agents are available from Monday to Friday during regular local business hours, though some slight variations may apply.

Country/Region	Telephone No.	Chat / Web-Call
United States		
United Kingdom		
Germany		
France		
China	+86-020-31241796	
Japan		
EMEA - other countries		
APAC - other countries	+86-020-31241796	

## Chat & Web call

*\*Mobile: could use browser to website to chat/call*





# Thank you