



## NetAccess X Series Technical Bulletin

**PROBLEM:** Stacking and storing NetAccess X-series units on their side will bend and damage chassis.

**PLATFORM:** All NetAccess X-Series

**RESULT:** Damaged/Bent Chassis

**SOLUTION:** Do not store or stack NetAccess X-series units on their side. Units must be stored and stacked either top or bottom up; with no more than 5 units stacked.

NetAccess X-Series units should not be stacked on their side. Stacking and storage of units on their side will damage the chassis. The effect of storing the unit cartons in this manner will result in damage to the chassis causing it to bend the casing.

### Recommended Storage Practice

- Store unit cartons top or bottom up
- Do not store or stack unit cartons on their side
- Do not stack or store unit cartons higher than 5 units high



## How to Contact IP3 Support

### Web and Telephone Support

The IP3 Support Web site is available 24 hours a day and 7 days a week from your Internet connection. Please use the support Web site as the first source for help. The Web site contains a knowledgebase of articles, documentation, FAQs (frequently asked questions), and other problem-solving resources. This Web-based support resource provides the quickest solution to the most common technical support issues.

Company Web site	<a href="http://www.ip3.com">http://www.ip3.com</a>
Support Web site	<a href="http://kb.ip3.com">http://kb.ip3.com</a>
Email Support	When you request support via e-mail, be sure to include all information described in Required Information (below). Then send email to: <a href="mailto:support@ip3.com">support@ip3.com</a>
Telephone Support	When you request support via telephone, be sure to include all information described in Required Information (below). Then call the IP3 Networks dedicated support phone number: Domestic customers: 800-388-5262, option 2 International customers: 858-876-0146, option 2
Hours of Operation	Standard office hours are Monday through Friday 8:00 a.m. to 5:00 p.m. Pacific Time (GMT-08:00, California, USA). The IP3 help desk is available with live operators 24 hours a day and 7 days a week.

### Required Information

When you submit a request for support, please include the following critical information to expedite the request:

- Company name
- Type of installation
- Technical contact information (name, phone, e-mail)
- Brief description of issue in subject line of e-mail
- IP3 product name and version number
- Serial Number and/or Hardware Key
- WAN IP address
- Detailed description of issue, including any steps required to reproduce the issue