



Jetway USA Technical Support Request Form

TSR No. _____

* Customer Name:	_____	Fax:	_____
* Contact Person:	_____	* Tel:	_____
* Date:	_____	* Email:	_____

* Product In Problem

* Model No.	_____	PCB Rev.	_____
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* BIOS Ver.	_____
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Where to find my BIOS version → please refer to the image on right.

Hardware Configuration

* CPU Used (Brand, Speed, FSB, Model No.):	_____
* DRAM Used (Brand, Speed, Size, Model No.):	_____
* Power Supply (Brand, Model):	_____
* VGA Card Used (Brand, Chipset, Model No.):	_____
* HDD Used (Brand, Capacity, Interface):	_____
* CD/DVD Drive Used (Brand, Speed, Interface):	_____
* Other H/W Devices (if any):	_____

Software Configuration

* Operating System (Name, Version):	_____
* Application S/W (Name, Version):	_____

* Problem Detail Description (The more detailed the better)

* What did you do (the last step) before the problem occurred?

* Did you try to update the latest BIOS and drivers from our web site?

* Other relevant information to help diagnose the problem? (if any)

Salesperson in Charge:	_____	Supervisor:	_____
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