

## What information to have ready when you call ClearCom for support

When reaching out to our support team for computer assistance, please have the following information on hand so our techs can help you as soon as possible:

- **Your name**
- **The company you work with**
- **The name of the computer you're working on that is having issues**

Knowing the name of the computer you're using that is having issues will help our support techs trouble shoot issues quickly.

To get that info, click on the little up arrow (1) next to your clock, bottom right-hand side of your computer screen. Then double click on the ClearCom Logo icon (2).



In the screen that pops up, it will show your computer name next to the Description (3).

A screenshot of the ClearCom IT Support web interface. The page has a header with 'ClearCom IT Support' and 'Help'. Below the header is a large logo consisting of two interlocking 'C' and 'S' shapes. To the right of the logo is a table with system information. The table has a 'Summary' tab selected. The first row is 'DESCRIPTION: RECEPTION' with a 'Version:' field. The second row is 'Hostname' with the value 'RECEPTION'. The third row is 'Site' with the value 'ClearCom HQ'. The fourth row is 'Domain' with a blurred value. The fifth row is 'IP Address' with a blurred value. The sixth row is 'Additional IP(s)'. The seventh row is 'Manufacturer' with the value 'LENOVO'. The eighth row is 'Model' with the value '10M7000SUS'. The ninth row is 'Operating System' with the value 'Microsoft Windows 10 Pro 10.0.17134'. An arrow labeled '3' points to the 'DESCRIPTION: RECEPTION' row. Below the logo is a black box with the text 'If you are a ClearCom Support Specialist, you may login here' and a 'Username' input field.