



## Procedimento para abertura de RMA através do e-Support

1. Favor acessar o site: [esupport.3com.com](http://esupport.3com.com)
2. Clicar na opção "Register Now"

File Edit View Favorites Tools Help

Back Search Favorites

Address <https://login.3com.com/auth/Login?GAREASONCODE=-1&GARESOURCEID=eserviceprd1&GAURI=http://esupport.3com.com/eservice%5Fenu&Reason=-1&APF>

3COM

3COM LOGIN

**Welcome to eSupport**  
Use eSupport to register products, open technical support requests and repair/replacement requests.

**New User :** [Register Now](#)

If you have already created an eSupport user name and password with 3Com, please login.

User Name and Password are case sensitive

User Name:

Password:

**LOGIN** LOGIN HELP ESUPPORT SITE HELP

Check supported browsers: [Click Here](#)  
Forgot your Username? [Click Here](#)

3. Completar a página Web com todos os dados solicitados.
4. Depois de completar todos os campos, favor clicar em “Submit”

\*Email:

\*Confirm Email:

Salutation: Mrs.

\*First Name:

\*Last Name:

\*User Name:

\*Time Zone: (GMT-03:00) Brasilia

\*Preferred Language: Portuguese

\*Primary Phone #:

Alternate Phone #:

Fax #:

\*3Com would like to keep you up-to-date on new products, services and technology developments, which we think would be of interest to you. If you would like this information, please select 'Yes'; if not, please select 'No':

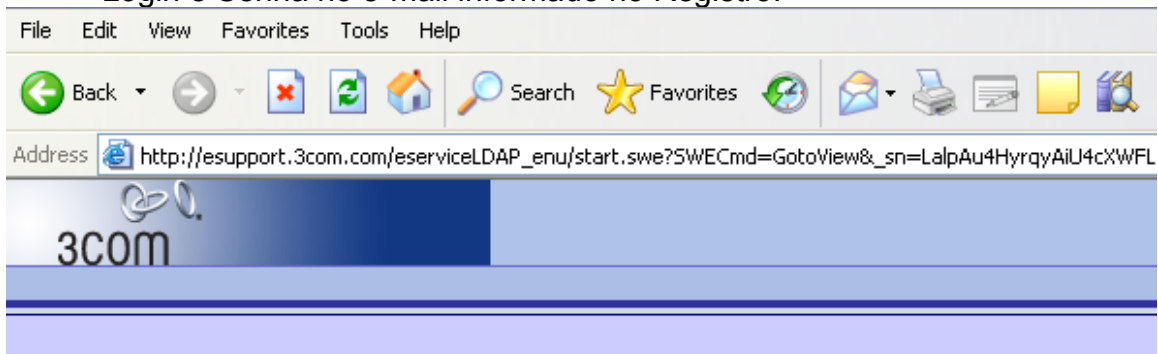
May we provide your information to other companies?:

May we contact you to ask your opinion on 3Com's customer service?:

\*I have read the privacy policy and:

\* Please click the Submit button only once when submitting the form.  
By submitting the details, shown above to 3Com and proceeding with this form, you consent to the collection, processing and use of that data in accordance with

5. Depois de clicar no botão “Submit”, você irá receber em seu e-mail, seu Login e Senha no e-mail informado no Registro.



### 3Com eSupport New User Registration


Thank you for registering for 3Com eSupport. Your password and login instructions will be emailed to you shortly.

If you do not receive an email within 24 hours, please contact us at [esupport\\_help@3com.com](mailto:esupport_help@3com.com).



6. Favor acessar novamente o site: [esupport.3com.com](http://esupport.3com.com) e informar o seu login e senha nos campos indicados.

Login = Username  
Senha = Password



		SEARCH
LOGIN	DOWNLOADS	PARTNER & RESELLER SITE

## 3COM LOGIN

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If you have already created an eSupport user name and password with 3Com, please login.

User Name and Password are case sensitive

User Name:

Password:

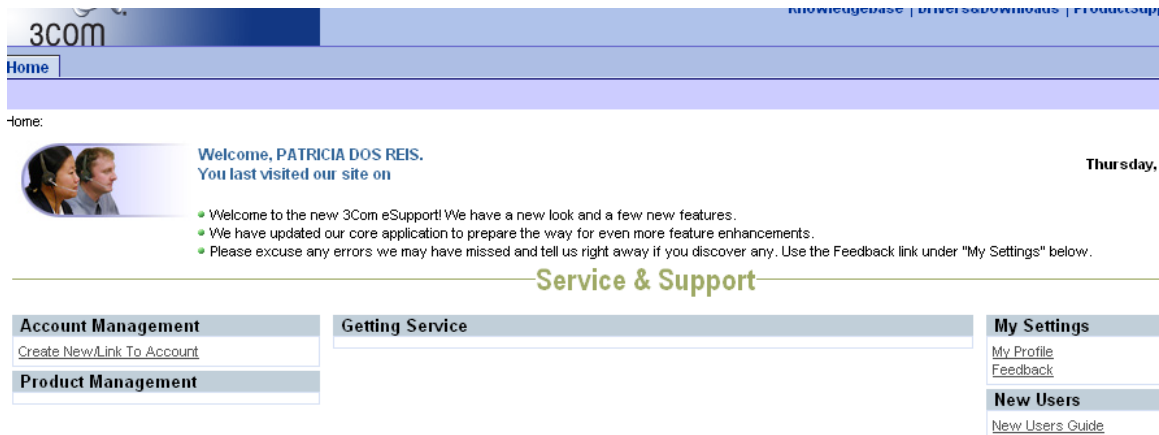
[LOGIN](#)

[LOGIN HELP](#)

[ESUPPORT SITE HELP](#)

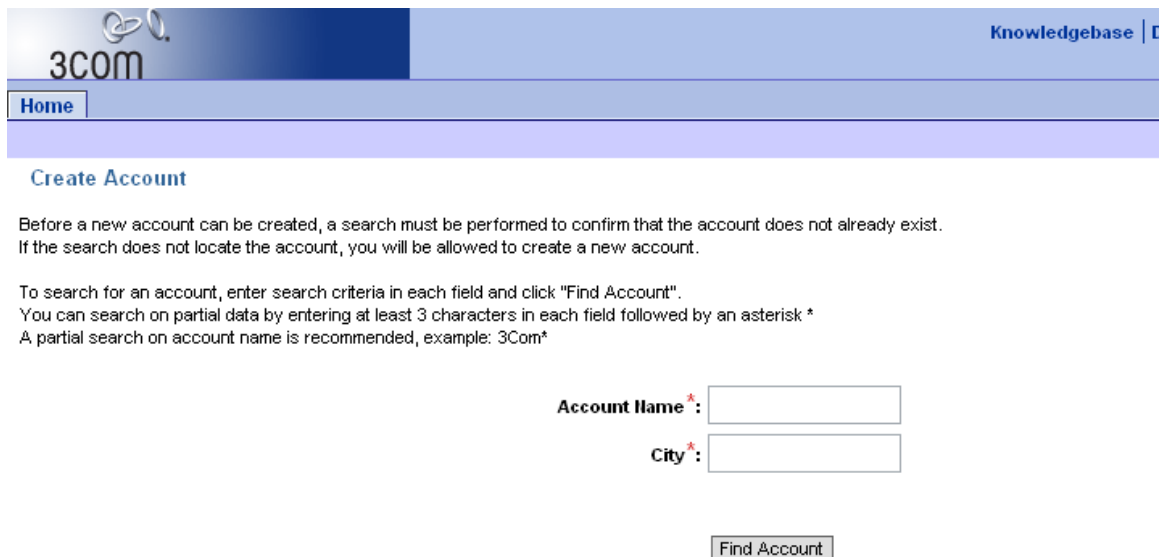
**Check supported browsers:** [Click Here](#)

7. Esta página abaixo, é a sua página pessoal dentro do Site e-support.
8. Favor clicar na opção "Create New/ Link to Account"



The screenshot shows the user dashboard for Patricia dos Reis. At the top, there is a navigation bar with the 3COM logo and links for Knowledgebase, Drivers/Downloads, and Product Support. Below this is a "Home" button. A welcome message reads: "Welcome, PATRICIA DOS REIS. You last visited our site on Thursday, [date]." To the right of the message is a small profile picture. Below the message are three bullet points: "Welcome to the new 3Com eSupport! We have a new look and a few new features.", "We have updated our core application to prepare the way for even more feature enhancements.", and "Please excuse any errors we may have missed and tell us right away if you discover any. Use the Feedback link under 'My Settings' below." The main content area is titled "Service & Support" and contains three columns of links. The first column, "Account Management", includes "Create New/Link To Account" and "Product Management". The second column, "Getting Service", is currently empty. The third column, "My Settings", includes "My Profile" and "Feedback". Below "My Settings" is a "New Users" section with a link to "New Users Guide".

9. Irá aparecer a seguinte página...



The screenshot shows the "Create Account" page. At the top, there is a navigation bar with the 3COM logo and links for Knowledgebase and Product Support. Below this is a "Home" button. The main heading is "Create Account". The text reads: "Before a new account can be created, a search must be performed to confirm that the account does not already exist. If the search does not locate the account, you will be allowed to create a new account." Below this, it says: "To search for an account, enter search criteria in each field and click 'Find Account'. You can search on partial data by entering at least 3 characters in each field followed by an asterisk \*. A partial search on account name is recommended, example: 3Com\*". There are two input fields: "Account Name\*" and "City\*", each followed by a text box. Below the input fields is a "Find Account" button.



10. Favor colocar o Nome de sua empresa no campo "Account Name"
11. Favor colocar o Nome da sua cidade no campo "City"
12. Clicar em "Find Account"

**Create Account**

Before a new account can be created, a search must be performed to confirm that the account does not already exist. If the search does not locate the account, you will be allowed to create a new account.

To search for an account, enter search criteria in each field and click "Find Account".  
You can search on partial data by entering at least 3 characters in each field followed by an asterisk \*  
A partial search on account name is recommended, example: 3Com\*

Account Name \* : 3Com do Brasil Serviços

City \* : São Paulo

Find Account

13. Se você não possuir nenhuma conta criada em eSupport, não aparecerá nenhuma opção em sua tela.
14. Clicar em "Create New Account".

Here are your search results. If no results are displayed you may either search again by selecting the "New Search" button or create a new account using the "Create New Account" button.

To request access to an account, select the account record and click "Link to an Account". The Delegated Account Administrator (DAA) of the account will be notified of your request.

NOTE: A DAA is a person at the company who controls which individuals have permission to use the account to register products for warranty, request technical support or initiate a RMA. For information [click here](#)

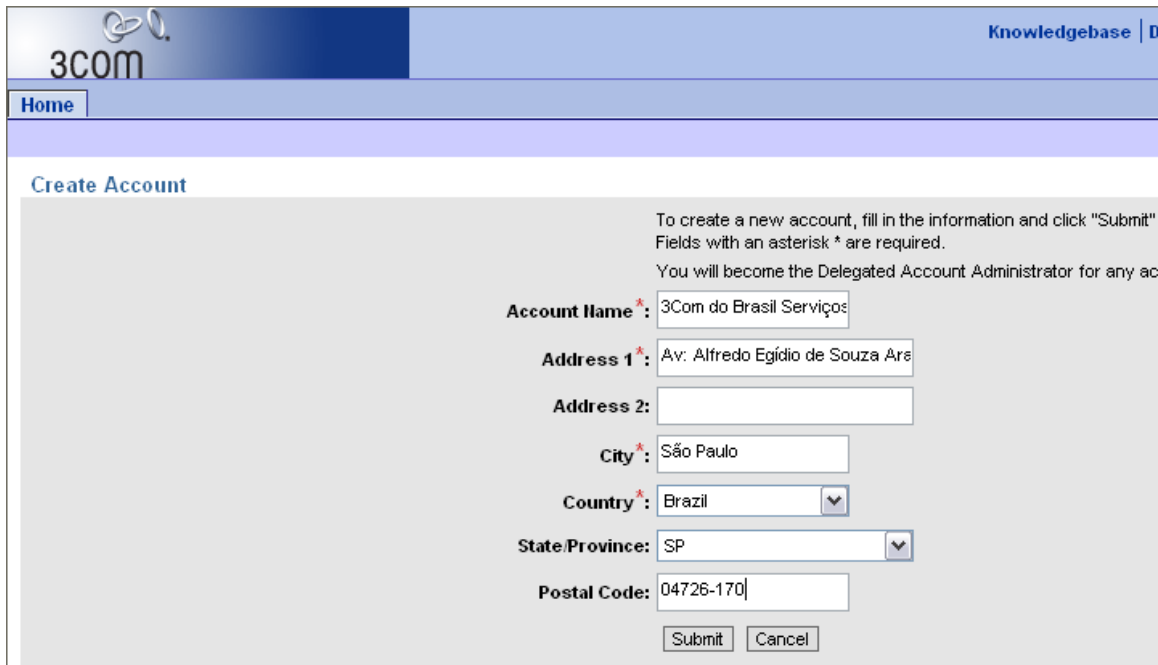
**Create Account**

Link to an Account | Create New Account | New Search

No Results

Select Item	Account Name *	Address 1	Address 2	City *	Country *	State/Province	Postal Code
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15. Favor preencher os todos os campos com as informações solicitadas.
16. Clicar em Submit



**Create Account**

To create a new account, fill in the information and click "Submit"  
Fields with an asterisk \* are required.  
You will become the Delegated Account Administrator for any ac

**Account Name \***: 3Com do Brasil Serviços

**Address 1 \***: Av: Alfredo Egídio de Souza Ara

**Address 2**:

**City \***: São Paulo

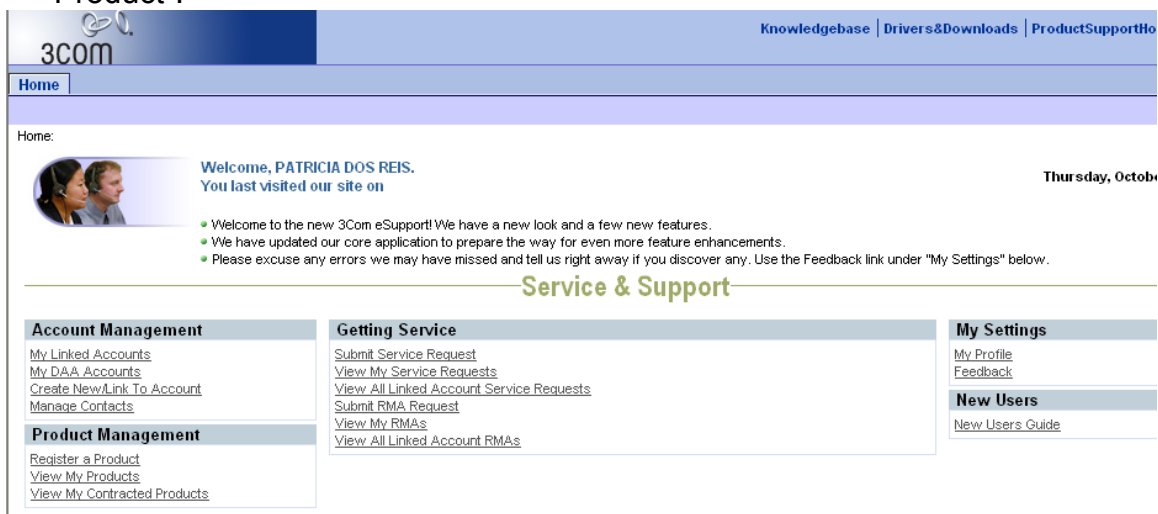
**Country \***: Brazil

**State/Province**: SP

**Postal Code**: 04726-170


Submit Cancel

17. Favor clicar em “Home”.
18. Irá aparecer novamente sua página pessoal no Site eSupport.
19. Para registrar seu produto no eSupport, favor clicar na opção “Register a Product”.



**Home**

Home:

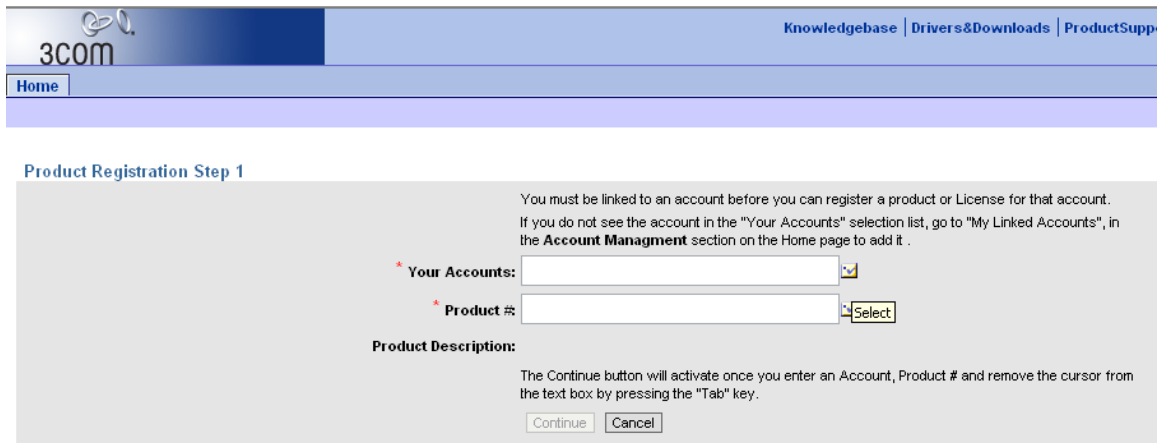
 **Welcome, PATRICIA DOS REIS.**  
You last visited our site on **Thursday, October**

- Welcome to the new 3Com eSupport! We have a new look and a few new features.
- We have updated our core application to prepare the way for even more feature enhancements.
- Please excuse any errors we may have missed and tell us right away if you discover any. Use the Feedback link under "My Settings" below.

**Service & Support**

<p><b>Account Management</b></p> <ul style="list-style-type: none"> <li><a href="#">My Linked Accounts</a></li> <li><a href="#">My DAA Accounts</a></li> <li><a href="#">Create New/Link To Account</a></li> <li><a href="#">Manage Contacts</a></li> </ul> <p><b>Product Management</b></p> <ul style="list-style-type: none"> <li><a href="#">Register a Product</a></li> <li><a href="#">View My Products</a></li> <li><a href="#">View My Contracted Products</a></li> </ul>	<p><b>Getting Service</b></p> <ul style="list-style-type: none"> <li><a href="#">Submit Service Request</a></li> <li><a href="#">View My Service Requests</a></li> <li><a href="#">View All Linked Account Service Requests</a></li> <li><a href="#">Submit RMA Request</a></li> <li><a href="#">View My RMAs</a></li> <li><a href="#">View All Linked Account RMAs</a></li> </ul>	<p><b>My Settings</b></p> <ul style="list-style-type: none"> <li><a href="#">My Profile</a></li> <li><a href="#">Feedback</a></li> </ul> <p><b>New Users</b></p> <ul style="list-style-type: none"> <li><a href="#">New Users Guide</a></li> </ul>
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20. Ao lado do campo "Your Account", existe um pequeno quadrado. Favor clicar nele.




Knowledgebase | Drivers&Downloads | ProductSupp

Home

Product Registration Step 1

You must be linked to an account before you can register a product or License for that account. If you do not see the account in the "Your Accounts" selection list, go to "My Linked Accounts", in the **Account Management** section on the Home page to add it .

\* Your Accounts:  

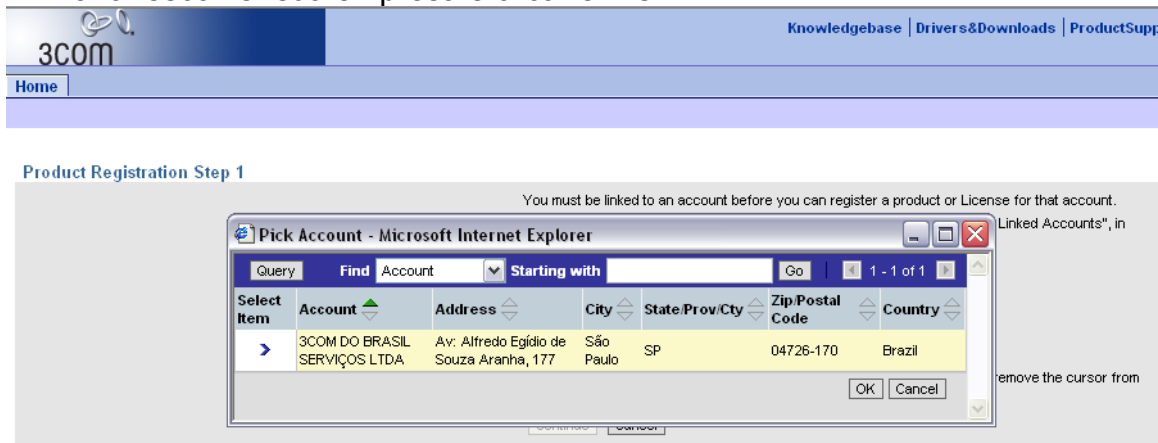
\* Product #:

**Product Description:**

The Continue button will activate once you enter an Account, Product # and remove the cursor from the text box by pressing the "Tab" key.

21. Aparecerá um POP-UP!!!

22. Favor escolher sua empresa e clicar em OK.




Knowledgebase | Drivers&Downloads | ProductSupp

Home

Product Registration Step 1

You must be linked to an account before you can register a product or License for that account. If you do not see the account in the "Your Accounts" selection list, go to "My Linked Accounts", in the **Account Management** section on the Home page to add it .

\* Your Accounts:  

\* Product #:

**Product Description:**

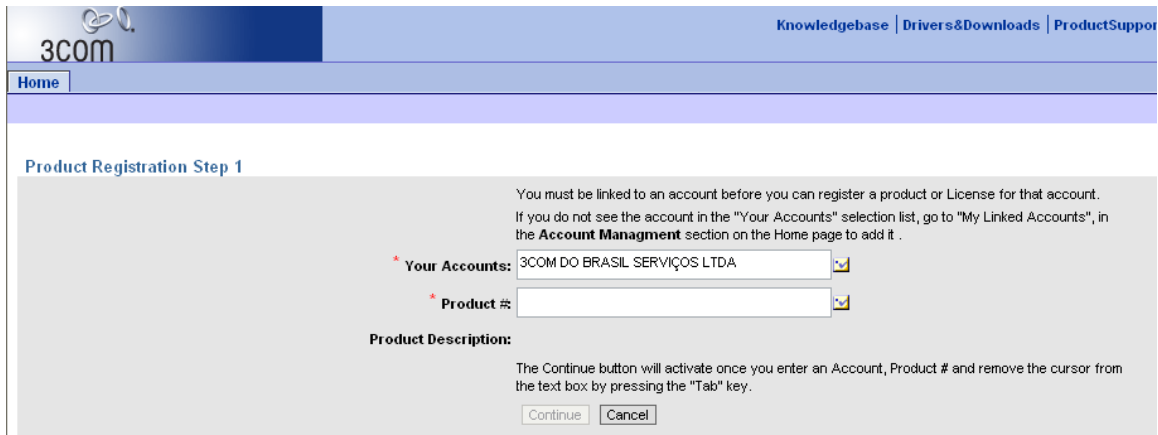
The Continue button will activate once you enter an Account, Product # and remove the cursor from the text box by pressing the "Tab" key.

**Pick Account - Microsoft Internet Explorer**

Query Find Account Starting with Go 1 - 1 of 1

Select Item	Account	Address	City	State/Prov/Cty	Zip/Postal Code	Country
>	3COM DO BRASIL SERVIÇOS LTDA	Av: Alfredo Egídio de Souza Aranha, 177	São Paulo	SP	04726-170	Brazil

23. Ao lado do campo "Product #", existe um pequeno quadrado. Favor clicar nele.



3COM Knowledgebase | Drivers&Downloads | ProductSupport

Home

**Product Registration Step 1**

You must be linked to an account before you can register a product or License for that account. If you do not see the account in the "Your Accounts" selection list, go to "My Linked Accounts", in the **Account Management** section on the Home page to add it .

\* Your Accounts: 3COM DO BRASIL SERVIÇOS LTDA

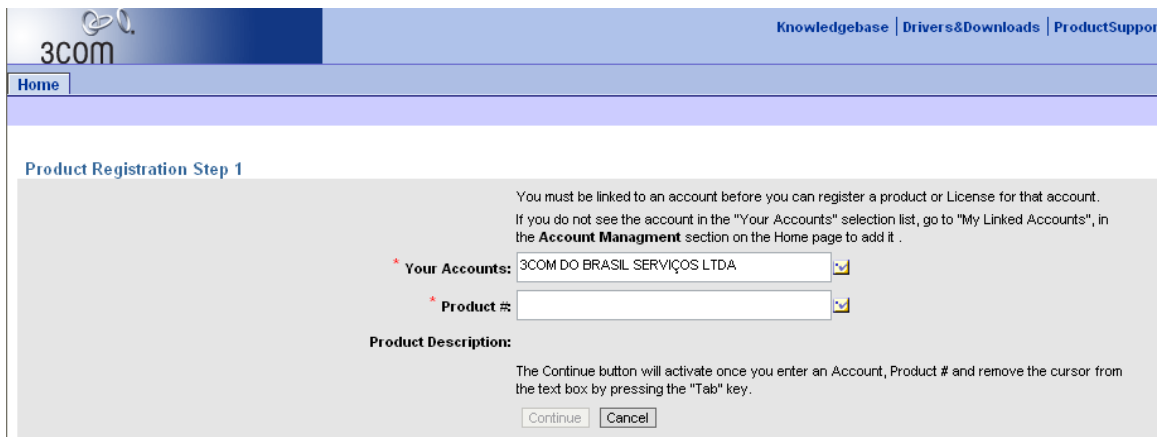
\* Product #:

**Product Description:**

The Continue button will activate once you enter an Account, Product # and remove the cursor from the text box by pressing the "Tab" key.

Continue Cancel

24. Ao lado do campo "Product #", existe um pequeno quadrado. Favor clicar nele.



3COM Knowledgebase | Drivers&Downloads | ProductSupport

Home

**Product Registration Step 1**

You must be linked to an account before you can register a product or License for that account. If you do not see the account in the "Your Accounts" selection list, go to "My Linked Accounts", in the **Account Management** section on the Home page to add it .

\* Your Accounts: 3COM DO BRASIL SERVIÇOS LTDA

\* Product #:

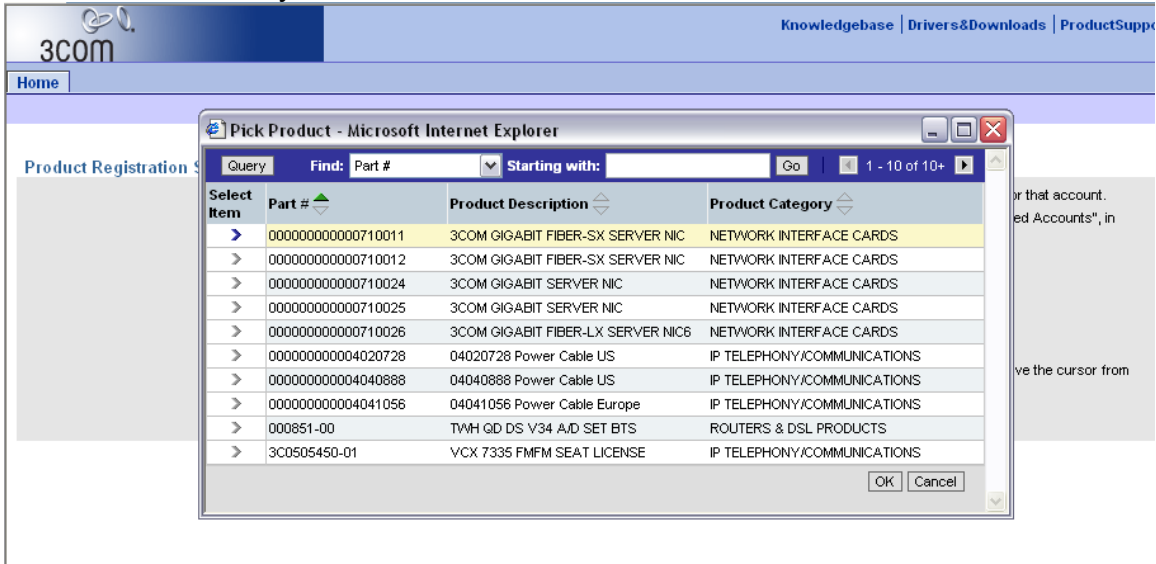
**Product Description:**

The Continue button will activate once you enter an Account, Product # and remove the cursor from the text box by pressing the "Tab" key.

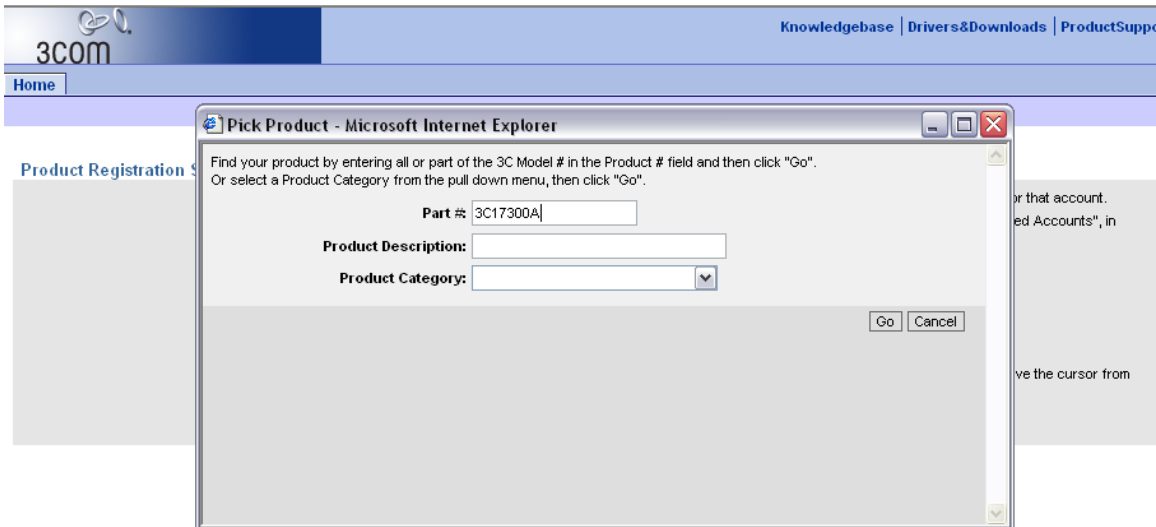
Continue Cancel



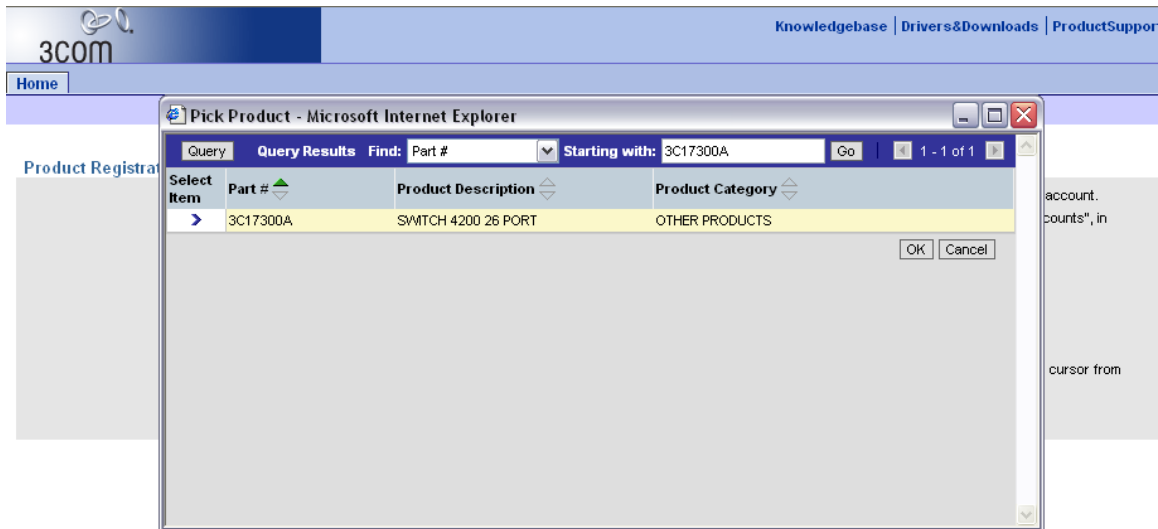
- 25. Aparecerá um POP-UP!!!
- 26. Clicar em “Query”.



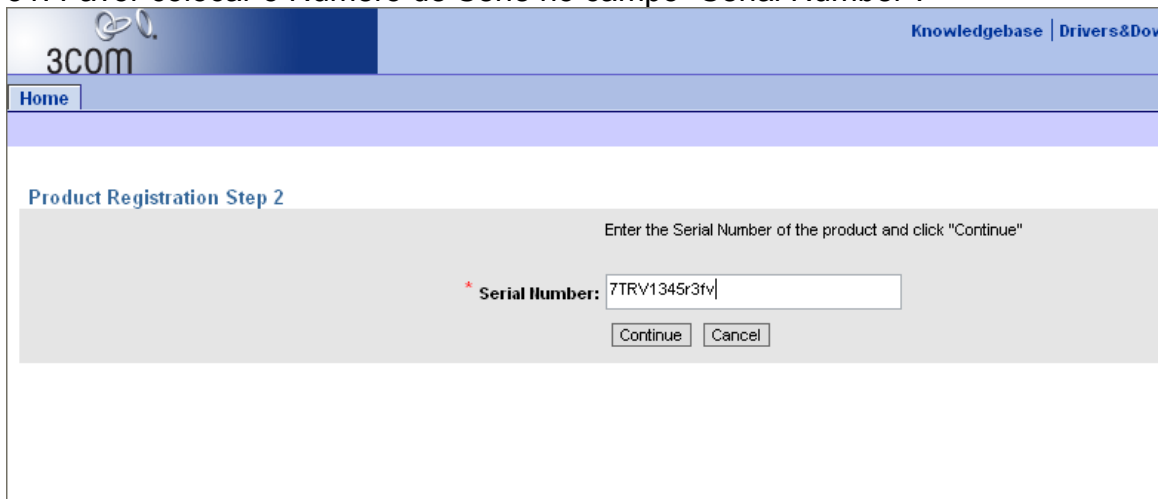
- 27. Colocar o número 3C do equipamento a ser registrado no campo “Part #”.
- 28. Clicar em OK



29. Seleccionar o Modelo a ser registrado.
30. Clicar em OK

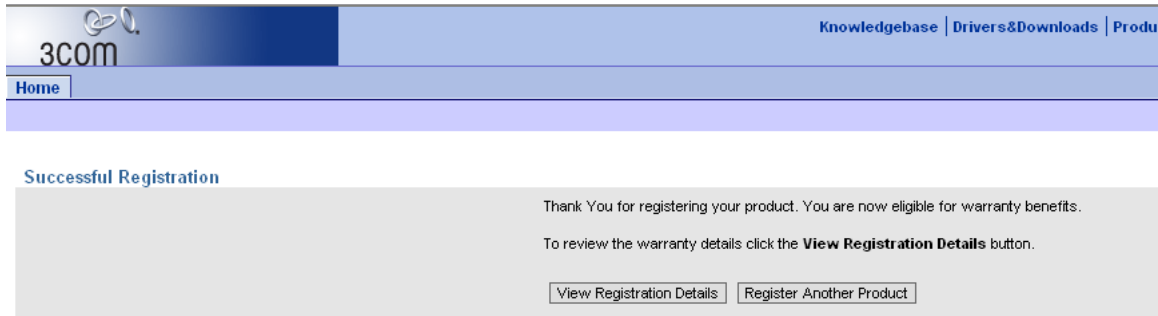


31. Favor colocar o Número de Série no campo "Serial Number".

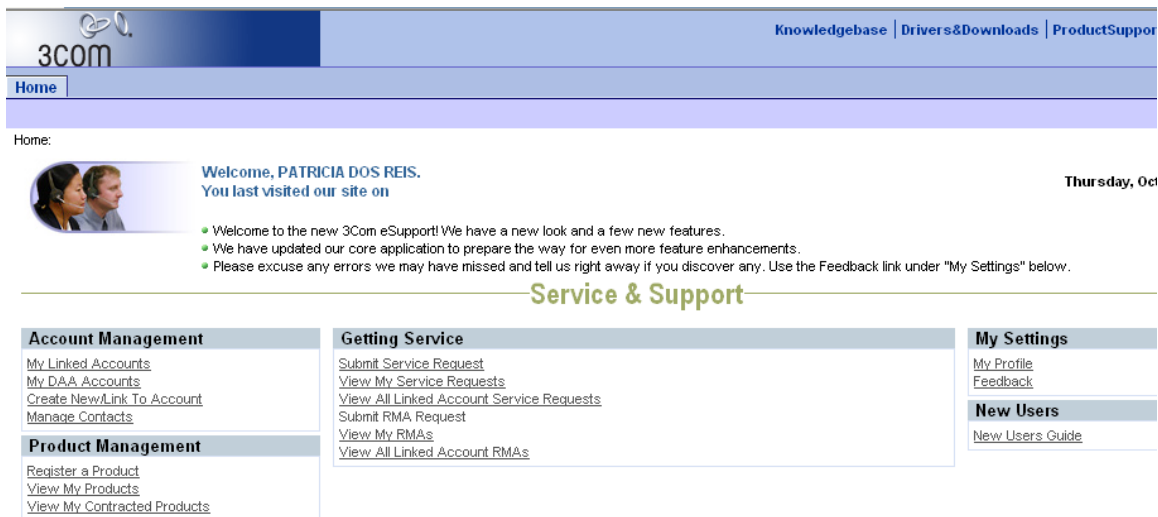


32. Favor clicar em "Continue".

- 33. Vai aparecer a seguinte página...
- 34. Favor clicar em “Home”

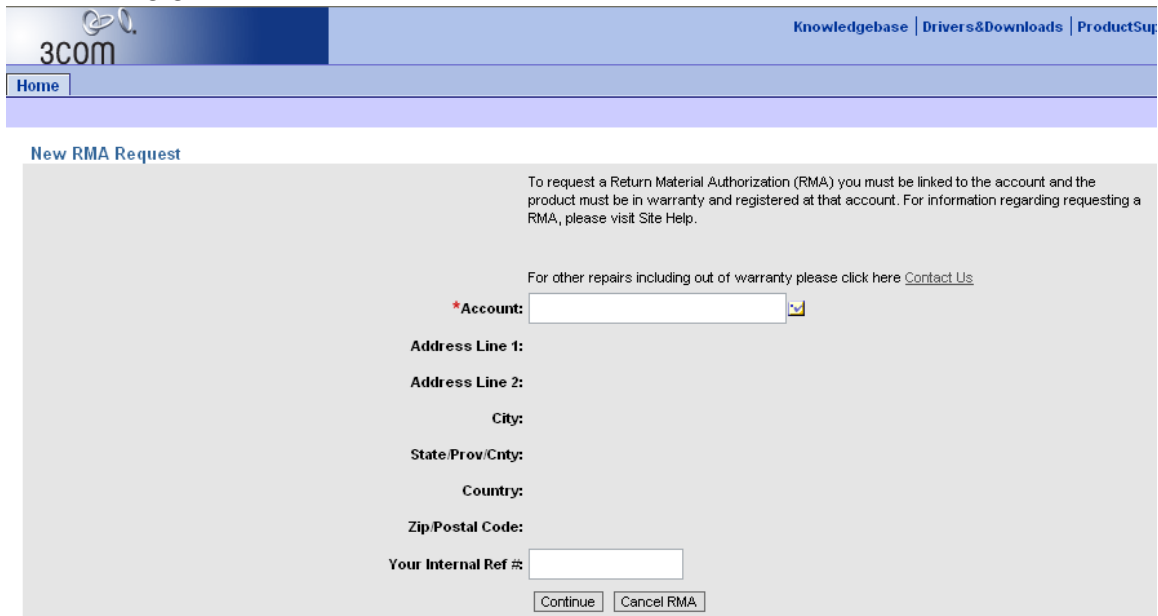


- 33. Irá aparecer novamente sua página pessoal no Site eSupport.
- 34. Para criar um RMA, favor clicar em “Submit RMA Request”.



35. Para criar um RMA, favor clicar em “Submit RMA Request”.

36. Ao lado do campo “Account”, existe um pequeno quadrado. Favor clicar nele.




Home Knowledgebase | Drivers&Downloads | ProductSupp

**New RMA Request**

To request a Return Material Authorization (RMA) you must be linked to the account and the product must be in warranty and registered at that account. For information regarding requesting a RMA, please visit Site Help.

For other repairs including out of warranty please click here [Contact Us](#)

\*Account:  

Address Line 1:

Address Line 2:

City:

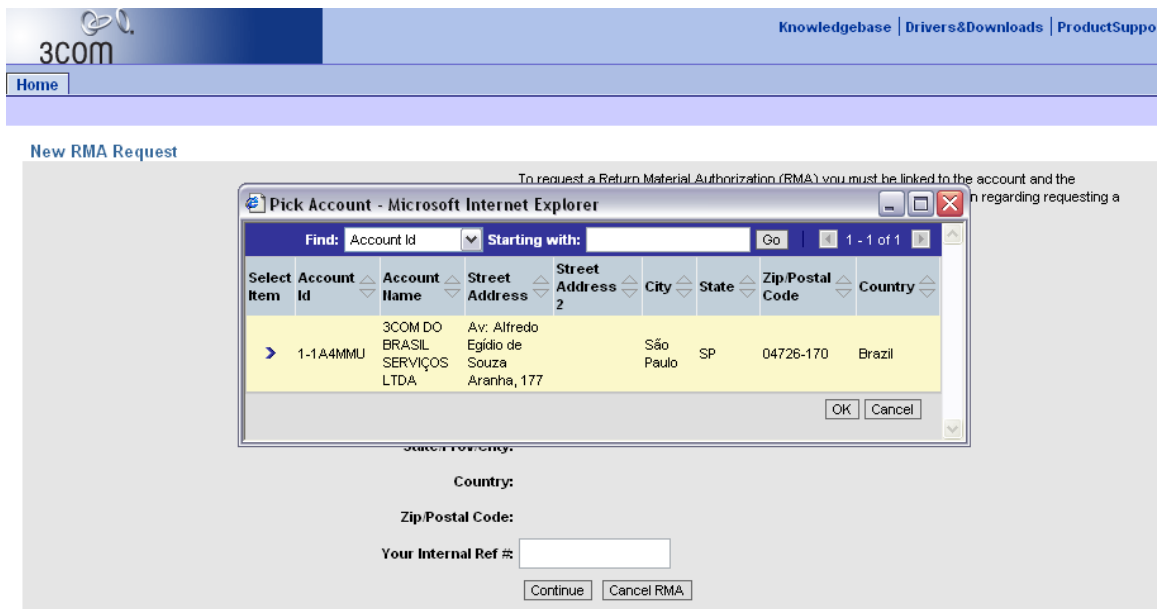
State/Prov/Cnty:

Country:

Zip/Postal Code:

Your Internal Ref #:

36. Favor escolher o Nome da sua Empresa e clicar em OK.




Home Knowledgebase | Drivers&Downloads | ProductSupp

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For other repairs including out of warranty please click here [Contact Us](#)

\*Account:  

Address Line 1:

Address Line 2:

City:

State/Prov/Cnty:

Country:

Zip/Postal Code:

Your Internal Ref #:

**Pick Account - Microsoft Internet Explorer**

Find: Account Id Starting with:  Go 1 - 1 of 1

Select Item	Account Id	Account Name	Street Address	Street Address 2	City	State	Zip/Postal Code	Country
>	1-1A4MMU	3COM DO BRASIL SERVIÇOS LTDA	Av: Alfredo Egidio de Souza Aranha, 177		São Paulo	SP	04726-170	Brazil



3COM

- 37. Favor NÃO colocar nenhuma informação no campo "Your Internal Ref #"
- 38. Clicar em "Continue"

### New RMA Request

To request a Return Material Authorization (RMA) you must be linked to the account and the product must be in warranty and registered at that account. For information regarding requesting a RMA, please visit Site Help.

For other repairs including out of warranty please click here [Contact Us](#)

\*Account: 3COM DO BRASIL SERVIÇOS LTDA

Address Line 1: Av: Alfredo Egídio de Souza Aranha, 177

Address Line 2:

City: São Paulo

State/Prov/Cnty: SP

Country: Brazil

Zip/Postal Code: 04726-170

Your Internal Ref #:

### 37. Favor clicar em "New Line Item"

#### RMA Request

Please confirm or update the shipping address for this RMA and then click "Submit RMA".  
If you wish to ship to another country please [contact us](#).

NOTE: An RMA may only be shipped to a street address. Any RMA created with a shipping address to a PO Box, APO, etc. will not be processed.

\*Account Name: 3COM DO BRASIL SERVIÇOS LTDA

ATTN: PATRICIA DOS REIS

Ship Address 1 (Street): Av: Alfredo Egídio de Sc

Ship Address 2:

City: São Paulo

State/Prov/Cnty: SP

Zip/Postal Code: 04726-170

Country: Brazil

You must add at least one Line Item to the RMA before submitting the RMA. To add a line item select New Line Item.

#### RMA - Line Items

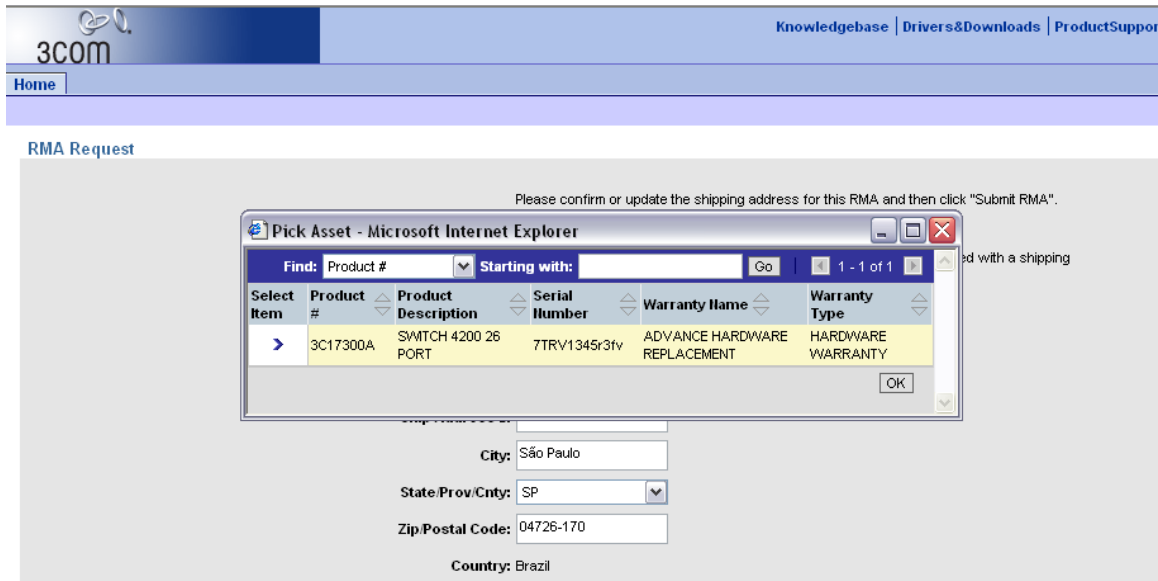
Serial #

Product #

Product Description

Status

38. Escolher o Produto a ser trocado e clicar em OK.



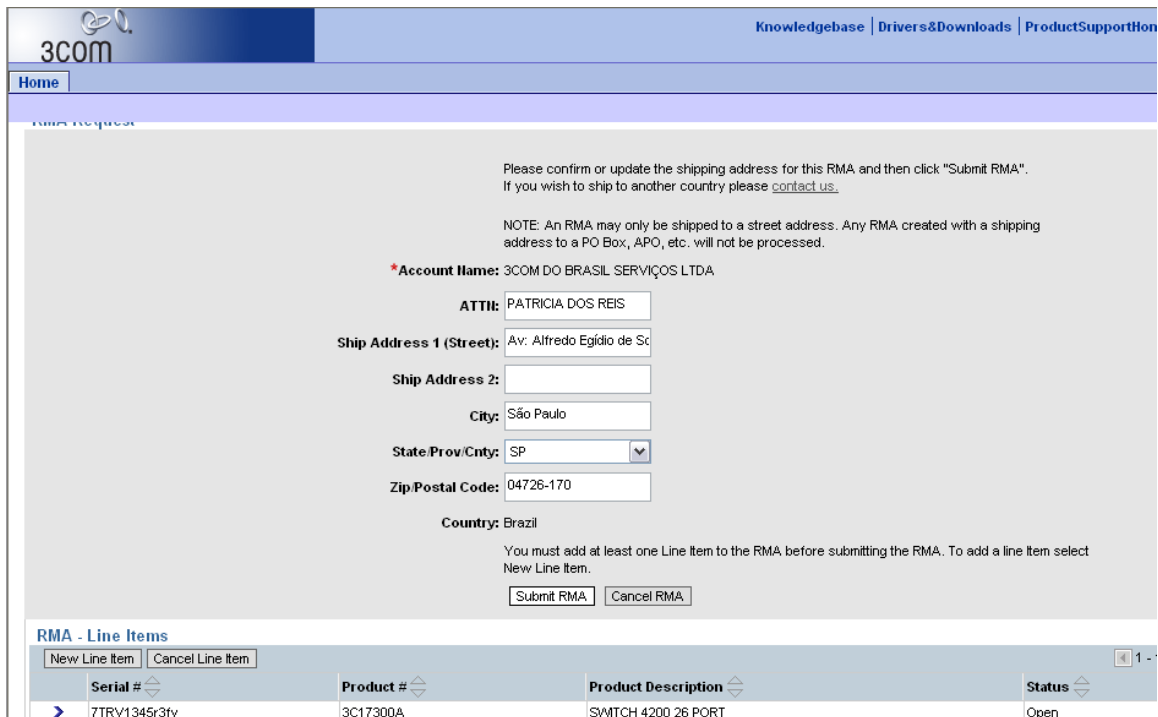
Please confirm or update the shipping address for this RMA and then click "Submit RMA".

Find: Product # Starting with: Go 1 - 1 of 1

Select Item	Product #	Product Description	Serial Number	Warranty Name	Warranty Type
>	3C17300A	SMITCH 4200 26 PORT	7TRV1345r3fv	ADVANCE HARDWARE REPLACEMENT	HARDWARE WARRANTY

City: São Paulo  
 State/Prov/Cnty: SP  
 Zip/Postal Code: 04726-170  
 Country: Brazil

39. Clicar em "Submit RMA"



Please confirm or update the shipping address for this RMA and then click "Submit RMA".  
 If you wish to ship to another country please [contact us](#).

NOTE: An RMA may only be shipped to a street address. Any RMA created with a shipping address to a PO Box, APO, etc. will not be processed.

\*Account Name: 3COM DO BRASIL SERVIÇOS LTDA

ATTN: PATRICIA DOS REIS

Ship Address 1 (Street): Av. Alfredo Egídio de S

Ship Address 2:

City: São Paulo

State/Prov/Cnty: SP

Zip/Postal Code: 04726-170

Country: Brazil

You must add at least one Line Item to the RMA before submitting the RMA. To add a line item select New Line Item.

Submit RMA Cancel RMA

**RMA - Line Items**

Serial #	Product #	Product Description	Status
> 7TRV1345r3fv	3C17300A	SMITCH 4200 26 PORT	Open



40. Aí está o seu Número de RMA!! (Ex: 22002237)

41. Clicar em Continue.

The screenshot shows a web interface for 3COM. At the top left, there is a dark blue header with the 3COM logo. Below this is a light blue navigation bar with a 'Home' button. To the right of the navigation bar is a 'User Name:' label followed by an empty text input field. Below the input field, the text 'Confirm RMA Request:' is displayed. A horizontal line separates this from the main content area, which contains a red asterisk followed by the text: '\*Thank you for submitting your RMA. Your RMA# is: 22002237'. Below this, another line of text reads: 'Shipping instructions and other important information will be emailed to you shortly:'. At the bottom of this section is a 'Continue' button.

**\*\*\*Na Próxima página, você irá encontrar o procedimento para o envio do equipamento defeituoso para a Intrade.\*\*\***



**Segue abaixo o Procedimento para o envio do equipamento defeituoso para a Intrade.**

Prezado Cliente 3Com,  
Solicitamos que seja feito o envio dos equipamentos defeituosos utilizando o processo a seguir a fim de agilizarmos o processo de recebimento destes materiais e envio dos equipamentos em substituição em garantia ou por força de contrato.

**Daremos entrada ao processo de troca assim que recebermos o seu equipamento danificado.**

Este processo só poderá ser realizado após aprovação formal da 3Com através da criação de um numero de RMA via Call Center ou E-Support da 3Com e deverá ser utilizado como suporte na preparação dos documentos de envio que são Termo de Responsabilidade ou Nota Fiscal.

Se houver alguma dúvida quanto a emissão da Nota Fiscal, favor entrar em contato com o nosso Call Center através do telefone 0800-133266.

**\*\*\* Atenção: O Local de Entrega deverá ser informado na Nota Fiscal e no Conhecimento de Transporte assim como deverá ser informado o numero de referência (RMA) 3Com. \*\***

**Local de Entrega  
IN TRADE CONS E COM INTL. LTDA.  
Rua Clélia, 468 – Pompéia – CEP 05042-000 – São Paulo – SP**

Procedimento para devolução de peças defeituosas:

- Caso não possua a embalagem original pedimos que o equipamento seja acomodado de forma adequada para suportar e evitar danos no processo de transporte e movimentação do mesmo. Nunca encaminhe qualquer acessório, cabo, cd`s, manuais, módulos ou qualquer outro equipamento que não faça parte da peça para troca.

**Caso estes equipamentos sejam encaminhados não serão devolvidos**

- Retire da caixa toda e qualquer etiqueta e identificações utilizadas anteriormente.

- Coloque a peça de retorno em embalagem antiestática dentro da caixa.

- Lacre a caixa e escreva por fora o número do RMA. Note que o número do RMA será fornecido pela 3Com no momento da autorização para envio.





•Preencha o conhecimento da sua transportadora (AWB) com:

1. Remetente: Nome de Contato, Nome da Empresa, Endereço e Telefone para Contato.
2. A assinatura do remetente e a data
3. O campo descrição de conteúdo deverá ser preenchido pelo cliente 3Com com as seguintes informações:
  - Descrição "Material Eletrônico"
  - b
  - Numero do RMA Completo (exemplo xxxxx-xxxxxx-xx)

•Envie um envelope com os documentos (NF/Contendo o numero do RMA) dentro da caixa. Caso seja necessária a apresentação deste documento para o transportador é de total responsabilidade do mesmo fazer chegar estes documentos até o destino final. Caso esta documentação não acompanhe o produto o processo de troca poderá ser afetado.

•**O frete de envio do equipamento defeituoso é por conta do remetente.**  
**Telefone para contato em caso de dúvida.**

Em caso de dúvida ligue para a 3Com através do número **0800 133266** .