

¿HOW TO USE THE CALL CENTERS IN LATIN AMERICA?

Latin America has two call centers:

- Spanish and English Language: Call center located in Mexico & USA
- Portuguese Language: Call center located in Brazil

To contact the Zebra call center must perform the following steps:

1. Find the phone number for your country

To contact our Call Centers should look for your country phone number in the Latin America services webpage, “telephone support” section:

<http://serviceslatamzebra.com/english>



**WE MAKE BUSINESSES AS
SMART AND CONNECTED AS
THE WORLD WE LIVE IN**

We build tracking technology and solutions to give companies unprecedented visibility into their businesses.

SERVICE
PORTFOLIO

TECHNICAL
SUPPORT

REPAIR
SERVICE

▶ TELEPHONE SUPPORT

▶ ON LINE SUPPORT

▶ SERVICE CENTERS

2. Select the option required

You going to listen to a telephone recording that will give you the following options:

- **Option 1: Technical assistance**



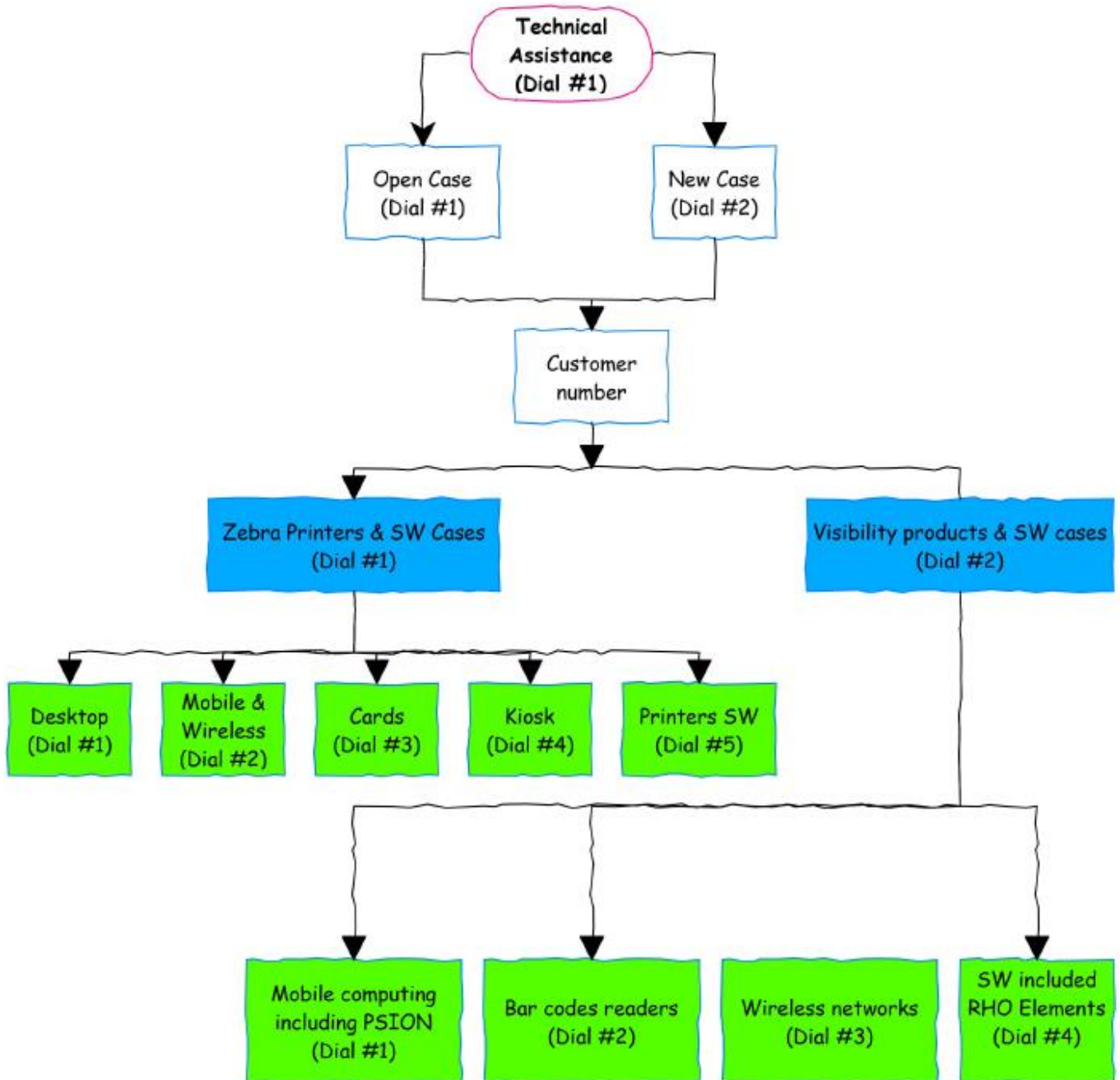
If you currently have a contract Z1C services (Zebra One Care) you will have access to our technical specialist team, that can help you with your requirements and technical questions of our Zebra products or services. Please before contact us have on hand the **“service contract number”**.

If you do not have a service contract available may not access this option. For more information, go to the Latin America services page (<http://serviceslatamzebra.com/english>), section "Service Portfolio" and go to "Benefits to purchase Zebra One Care contract service"



Zebra *OneCare*

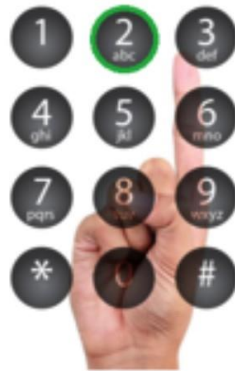
Zebra LACR Tech Support Menu



Note: Another option to contact “Non Tech Support” or “Tech Support” teams is using the following online form:

Click: [Support form](#)

• Option 2: Hardware Repair



If you need to send any Zebra device to our repair center, you must open an **RMA (Return Merchandise Authorization)** following the steps outlined in the Latin America services Web Page (<http://www.serviceslatamzebra.com/>) "Repair Service" section



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Remember you must follow the steps in this section. Please before contacting the Call Center (Step 2) perform first (Step 1)

REPAIR SERVICES

RMA (RETURN MERCHANDISE AUTHORIZATION)
Return of devices for repair or replacement in case of defects based on the scope of your service agreement.


STEP
1




To speed up the repair request process, please download and complete the form.

Download forms ▾

STEP
2



Select the Call Center number for country or write us [here](#) 

Argentina ▾

0 800 666 1793

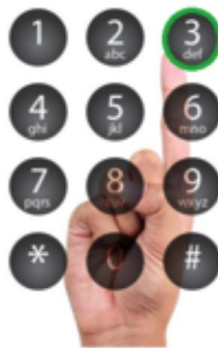
PASO
3



Print the completed form and send it along with the equipment for repair.

If you want to open the request on the web, this Service is only available for BRAZIL.

• Option 3: Portals



If you have any problems or any requirement with any Zebra Web portals, contact Portales team and they will help solve your request. This equipment should be contacted for instance for the following requirements:

- Partners Portal
- Software Download Portal
- Portfolio of visibility (OVS and AVS) portal
- Among many others

• Option 5: Presale and Partner connect



If you have problems or questions with the "Partner Connect" portal or if you need some help to generate a sale (For example: Any questions with a part number SKU), you can select this option and we could guide you.