

Technical Information Center for Motorola Semiconductor Products

Welcome to the Motorola Semiconductor Products Sector (SPS) Technical Information Center (TIC). We are a worldwide service organization and provide our customers and distributors with the following services:

- Access to technical information and literature
- Answers to questions on Motorola semiconductor products

How to get Technical Information and Literature . . .

To complement Motorola's broad line of semiconductor products, we offer a complete library of technical literature. Data books detail the electrical characteristics of our products. User's manuals describe the capabilities of our products in circuit and system design. Visit our product catalog at <http://motorola.com/semiconductors/products>.

From the product catalog our customers can perform the following functions:

- Download files found in the online catalog or through the online search
- Order data sheets, data books, user's manuals, selector guides, stocked CDs, and any other inventory item in print or on a CD-ROM.
- Select literature files and create a fully customized CD through our CD-ON-DEMAND process.

The literature service is free of charge. However, you can only order a limited quantity of literature or CDs. If you need larger quantities (for example, for a special promotion), contact your local authorized distributor, Motorola sales representative, or use the contact information listed on the next page.

How to get an answer to a Technical Question . . .

We strive to provide you the information you need. Our web sites are designed to provide detailed information on our current devices and system solutions. The support pages offer device errata, technical training course information, and answers to frequently asked questions. Visit our support pages at <http://motorola.com/semiconductors/support>.

To submit a written technical request, click on "Helpline." A written technical request helps eliminate misunderstandings, reduce iteration cycles, and shorten answer response intervals.

Requests generated from this Internet interface are automatically fed into a worldwide customer database as a technical service request. You immediately receive a service request reference number. This reference number enables you to view the status of your request, deliver additional information directly to our specialists, and cancel or re-open a request by using the Internet interface.

This state-of-the-art customer database enables us to direct your service request to the appropriate person and track the response time. Through our worldwide network, one of our Motorola specialists can immediately start working on your service request. We are located in the Americas, Europe, Middle East, Africa, Asia Pacific, and Japan regions. Our goal is to answer your request within two days. In most cases, our customers receive an overnight response. We have developed a system to respond to you, the customer, in the most efficient and timely manner possible.

How to get Pricing and Delivery for a product . . .

Obtain all pricing and delivery quotes from your local authorized distributor or Motorola sales representative. Find your local distributor at <http://motorola.com/semiconductors/support/sales>.



How to contact TIC for Technical Publications . . .

Worldwide Internet access: <http://motorola.com/semiconductors/products>
Click on "Order Documentation" in the menu bar.

Phone, Email and Fax Contacts

North and South America:	Phone:	1-800-441-2447	
	Email:	ldcformotorola@hibbertco.com	
	Fax:	1-303-675-2150	
Europe, Middle East and Africa:	Phone:	+44 1354 688 040	(English)
		+49 89 92103 559	(German)
	Fax:	+44 1354 688 248	(English)
		+49 89 92103 466	(German)
Asia Pacific:	Phone:	10 800 852 0520	(China)
		1 800 2666 8080	(Asia Pacific)
	Fax:	852 2661 7736	(Chinese and English)
	Email:	ldcformotorola-asia@hibbertco.com	
Japan:	Phone:	0120 191 014	
	Fax:	0120 191 060	
	Email:	w3sps-doc@mot.co.jp	
	Internet:	http://mot.co.jp/SPS	

How to contact TIC for Technical Support . . .

Worldwide Internet access: <http://motorola.com/semiconductors/support>
Click on "Technical Support" in the menu bar.

Phone, Email and Fax Contacts

North and South America:	Phone:	1-800-521-6274	
	Fax:	1-303-675-2150	
Europe, Middle East and Africa:	Phone:	Use the Internet interface listed above or call your local contact person.	
	Fax:	+49 89 92103 601	
Asia Pacific:	Phone:	10 800 852 0520	(China)
		1 800 2666 8080	(Asia Pacific)
	Fax:	852 2661 7736	(Chinese and English)
	Email:	cfcsupa3@email.sps.mot.com	
Japan:	Phone:	0120 191 014	
	Fax:	0120 191 060	
	Email:	w3sps-tech@mot.co.jp	
	Internet:	http://mot.co.jp/SPS	

Information about Motorola Semiconductors

Just a TIC away

