

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
- In depth Technical Training on microprocessors, embedded processors, and microcontrollers

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 Products and Semiconductors Documentation Libraries at <http://www.motorola.com/semiconductors>, click on "Products" or click on "Documentation" in the menu bar.

From the *Products Library*, our customers can quickly browse device-specific information in our Product Catalog.

From the *Semiconductors Documentation Library*, 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-ROM through our CD-ON-DEMAND process.

The literature service is free of charge. However, you can only order a limited quantity of literature or CD-ROMs. 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 with 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://www.motorola.com/semiconductors/support>.

To submit a written technical request, click on "Technical Helpline." Written technical requests help eliminate misunderstandings 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 Technical Training on a Motorola product . . .

We can offer a wide range of product training courses. These courses enable your design engineers to quickly gain knowledge on the Motorola products which, in turn, means your design can be marketed more quickly. The courses are available online (in a shorter version at the Motorola Campus) or instructor led. Instructor-led classes can be in-plant, where instructors come to your premises or an open class at Motorola or one of our worldwide training partner companies.

Just talk to us about your training needs. We will always find the best solution for your company, at any location and in several languages.

To access the online training in the Motorola Campus and for more information, go to <http://www.motorola.com/semiconductors/training/>.

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://www.motorola.com/semiconductors/support/sales>.

How to contact TIC for Technical Literature . . .

Worldwide Internet access: <http://www.motorola.com/semiconductors>
Click on "Products" or click on "Documentation" in the menu bar.

Phone, E-mail, and Fax Contacts

North and South America:	Phone:	1-800-521-6274	
	E-mail:	DigitalDNA.Help@Motorola.com	
	Fax:	1-480-768-2131	
Europe, Middle East, and Africa:	Phone:	+49 89 92103 559	(German and English)
	Fax:	+49 89 92103 466	(German and English)
Asia Pacific:	Phone:	10 800 852 0520	(Toll Free within China)
		+800 2666 8080	(Toll Free within Asia Pacific)
	Fax:	+852 2661 7736	(Chinese and English)
	E-mail:	ldcformotorola-asia@hibbertco.com	
Japan:	Phone:	0120 191 014	(Toll Free: Domestic only)
	Fax:	0120 191 060	(Toll Free: Domestic only)
	E-mail:	w3sps-doc@www.mot.co.jp	
	Internet:	http://www.mot.co.jp/SPS/	

How to contact TIC for Technical Support . . .

Worldwide Internet access: <http://www.motorola.com/semiconductors/support>

Phone, E-mail and Fax Contacts

North and South America:	Phone:	1-800-521-6274	
	Fax:	1-480-768-2131	
Europe, Middle East and Africa:	Phone:	Use the Internet interface above or call your local contact person.	
	Fax:	+49 89 92103 466 (German and English)	
Asia Pacific:	Phone:	10 800 852 0520	(Toll Free within China)
		+800 2666 8080	(Toll Free within Asia Pacific)
	Fax:	+852 2661 7736	(Chinese and English)
	E-mail:	cfcsupa3@motorola.com	
Japan:	Phone:	0120 191 014	(Toll Free: Domestic only)
	Fax:	0120 191 060	(Toll Free: Domestic only)
	E-mail:	w3sps-tech@www.mot.co.jp	
	Internet:	http://www.mot.co.jp/SPS/	

How to contact TIC for Technical Training . . .

Worldwide Internet access: <http://www.motorola.com/semiconductors/training>

E-mail Contacts

North and South America:	E-mail:	DigitalDNA.Help@Motorola.com Please specify "Technical Training" in the subject field.
Europe, Middle East and Africa:	E-mail:	DigitalDNA.Help@Motorola.com Please specify "Technical Training" in the subject field.
Asia Pacific:	E-mail:	cfcsupa3@motorola.com
Japan:	E-mail:	w3sps-tech@www.mot.co.jp

Information about Motorola Semiconductors is just a TIC away



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