



Home Page

1 HOW TO LOG ON TO GSBN

- Go to www.samsunggsbn.com
- Enter your **User ID** and **Password**.
- Click **LOGIN**.

2 HOW TO SEARCH FOR SAMSUNG PRODUCTS

- Click on the **PRODUCT** Menu Bar.
- Search by clicking on **Business Telephone System** from the Left Side Menu, by **Categories** at the Main Window, or by entering the **Model Code** and clicking on **SEARCH**.

3 HOW TO CREATE AN IN-WARRANTY RMA

- Click on the **ORDER** Menu Bar.
- Click on **RMA**. **RMA Create** page displays.
- Review all the fields.

- Click on the product to see the **Detailed Product Information**.
- Click the **Features** and/or **Specifications** tab.
- Click on (+) at the Right Side Menu to download General Description, Sales Brochures (Leaflet), and User Manuals.

Menu Bar

Bulletin Board

Quick Links

- Enter the **Serial Numbers** of the items needing repair.
- Click on **ADD**. The RMA Input Serial Page displays.
- Select the **Nature of Defect**.
- Review **In Warranty Status**.
- Select items to return and click on **ADD**.
- Click on **SUBMIT**. You will receive an RMA Number.

4 HOW TO TRACK AN RMA

- Click on the **ORDER** Menu Bar.
- Click on **RMA**.
- Click on **RMA TRACKING**.
- Enter **From Date, To Date, Customer Name, UserName, or RMA No.**
- Click on **SEARCH**.
- Click on the **RMA No.** The RMA Details page displays.
- Click on **PRINT** to create an RMA Label.
- Click on **LABEL PRINT** and then click on **PRINT**.
- Click on **CLOSE** after printing the label.
- Click on **BACK TO LIST**. You will return to the RMA Tracking page.

5 HOW TO CHECK WARRANTY STATUS

- Click on the **ORDER** Menu Bar.
- Click on **RMA**.
- Click on **WARRANTY STATUS**.
- Enter the **Item Serial Number**.
- Click on **SEARCH**.

6 HOW TO ACCESS SUPPORT INFORMATION

- Click on the **COMMUNICATION** Menu Bar.
- Click on **SALES AND MARKETING** for Press Releases and Downloads.
- Click on **TECHNICAL SUPPORT** for

Policies, Downloads, Software Versions and Legacy Products.

- Click on **TRAINING** for Policies and Procedures, Certification Paths, Course Descriptions and Downloads.
- Click on **SERVICE & REPAIR** for Policies and Downloads.
- Click on **NEWS AND EVENTS** for a library of announcements.
- Click on **FAQ** for questions and answers.

7 HOW TO UPDATE COMPANY INFORMATION

- Click on **MY PROFILE** on the Home Page.
- Review your **General Information**, and **Detailed Information**.
- Click on **EDIT** to make any changes.
- Click on **SAVE**.
- Click on **CLOSE**.

8 HOW TO RESET MY PASSWORD

- Go to www.samsunggsbn.com.
- Click on **FIND ID or PASSWORD**.
- Enter your **User ID** and **E-Mail Address**.
- Click on **FIND PASSWORD**.
- An e-mail message with your new password will be forwarded to you. When you log in to GSBN web site, you will be asked to change the password.
- Click on **CLOSE**.

