



ZENDESK ACCOUNT CREATION ISSUE SUBMISSION USER GUIDE V1.0

Intel® RealSense™ D400 Series Customer Engineering Program

Legal Disclaimer

INFORMATION IN THIS DOCUMENT IS PROVIDED IN CONNECTION WITH INTEL® PRODUCTS. NO LICENSE, EXPRESS OR IMPLIED, BY ESTOPPEL OR OTHERWISE, TO ANY INTELLECTUAL PROPERTY RIGHTS IS GRANTED BY THIS DOCUMENT. EXCEPT AS PROVIDED IN INTEL'S TERMS AND CONDITIONS OF SALE FOR SUCH PRODUCTS, INTEL ASSUMES NO LIABILITY WHATSOEVER, AND INTEL DISCLAIMS ANY EXPRESS OR IMPLIED WARRANTY, RELATING TO SALE AND/OR USE OF INTEL PRODUCTS INCLUDING LIABILITY OR WARRANTIES RELATING TO FITNESS FOR A PARTICULAR PURPOSE, MERCHANTABILITY, OR INFRINGEMENT OF ANY PATENT, COPYRIGHT OR OTHER INTELLECTUAL PROPERTY RIGHT.

UNLESS OTHERWISE AGREED IN WRITING BY INTEL, THE INTEL PRODUCTS ARE NOT DESIGNED NOR INTENDED FOR ANY APPLICATION IN WHICH THE FAILURE OF THE INTEL PRODUCT COULD CREATE A SITUATION WHERE PERSONAL INJURY OR DEATH MAY OCCUR.

Intel may make changes to specifications and product descriptions at any time, without notice. Designers must not rely on the absence or characteristics of any features or instructions marked "reserved" or "undefined." Intel reserves these for future definition and shall have no responsibility whatsoever for conflicts or incompatibilities arising from future changes to them. The information here is subject to change without notice. Do not finalize a design with this information.

The products described in this document may contain design defects or errors known as errata which may cause the product to deviate from published specifications. Current characterized errata are available on request.

Contact your local Intel sales office or your distributor to obtain the latest specifications and before placing your product order.

All products, platforms, dates, and figures specified are preliminary based on current expectations, and are subject to change without notice. All dates specified are target dates, are provided for planning purposes only and are subject to change. This document contains information on products in the design phase of development. Do not finalize a design with this information. Revised information will be published when the product is available. Verify with your local sales office that you have the latest datasheet before finalizing a design.

Code names featured are used internally within Intel to identify products that are in development and not yet publicly announced for release. Customers, licensees and other third parties are not authorized by Intel to use code names in advertising, promotion or marketing of any product or services and any such use of Intel's internal code names is at the sole risk of the user.

Intel, RealSense, and the Intel logo are trademarks of Intel Corporation in the U.S. and other countries.

*Other names and brands may be claimed as the property of others.

Copyright © 2017, Intel Corporation. All rights reserved.





Zendesk Issue Submission Goal

Intel®RealSense™ Group Message to Customers:

The Intel RealSense Group has a customer interaction portal specifically for the Intel RealSense line of depth cameras. This is will allow for a more efficient support structure during the early engagement phase with all new customers.

This portal (powered by Zendesk) will provide ready access to documentation, FW/SW updates and FAQs. This portal will also allow the team to respond in a timely manner to queries, enabling faster info turns.

Our goal is to support a more collaborative approach in enabling depth cameras specifically tuned for your application. This portal will allow for proper documentation of requirements and test data.



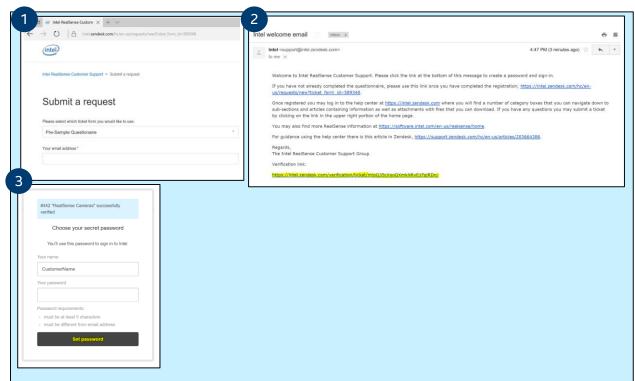


Zendesk Account Creation Process

Please create an account using the instructions below:

Zendesk - Account Creation

- 1. Complete and submit questionnaire at https://intel.zendesk.com/hc/enus/requests/new?ticket form id=589 348
- 2. Open the subsequent email that will be received and click on the verification link. (See highlighted link)
- 3. Enter a password; select "Set Password".







Zendesk Issue Submission Process

After password is created, user is sent to Zendesk website: https://intel.zendesk.com/hc/en-us

Zendesk - Issue Submission Form

- 1. Once logged into Zendesk website, click on "Submit a Request".
- 2. Click on "Standard Ticket Form" under Submit a Request.
- 3. When filling out ticket request form, it is very important to provide as much information as possible under description. Once all valid information is filled out, press "Submit".

A ticket will be created and Intel® RealSense[™] Team will review the issue and get back to you as soon as possible!

Thank you for using Intel® Zendesk **Customer Support!**

