

# FAQ Support Form

## Introduction

If you would like to report issues with our Gigaset products, this is done via the Gigaset Ticket tool. There you can enter all relevant data we need for first analyses.

But in some cases we need to have more information than is provided via the Ticket Tool, for this we introduced the Support Form.

In this form you:

- Can enter all important data that is important for us.
- Must have fields are highlighted "yellow".
- Find information how to create syslog / sysdump files.

This information can be attached to the Ticket.

The better you deliver the problem description, the quicker we can find a solution.

[The document can be downloaded here \(V1.5\).](#)

- [Introduction](#)