

Maximizer Customer Service FAQs

Using the Maximizer Customer Service portal

Use the Maximizer portal to open, track, and update service cases (that is, support tickets) opened by you or your colleagues:

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How do I open a new service case?

1. Click the Customer Service icon in the left-hand pane.
2. Select Edit > Create a Customer Service Case.
3. In the resulting wizard, enter details for the new service case. These fields are particularly important:

Short Description – your description is saved as the service case Subject.

Tell us what you were trying to do - your answer is saved in the service case Description.

Tell us what happened- your answer is saved in the service case Description. Note that you can append any relevant log files or screenshots to the service case after you have created it.

4. Click Finish to create the new service case. Maximizer automatically assigns a case number and associates the case with your company.

How do I get an RMA number?

If you need to return a product to Amulet Hotkey, open a new service case. Amulet Hotkey Technical Support will then update the case and assign an RMA number. Include this RMA number with the returned product.

How do I attach logs or other documents to a service case?

1. Double-click the customer service case.
2. Go to the Documents tab and click Add.
3. Enter a name and description for the log file or document.
4. Click Browse and select the file you want to attach.
5. Click Save

How do I view existing service cases?

1. Click the Customer Service icon in the left-hand pane.
2. In the Show drop-down list, choose which service cases you want to view. You can choose just service cases opened by you, or you can choose all cases opened by your company.

How do I search for specific service cases?

You can search for service cases with specific details. For example, you can search for: a particular case number; all service cases for a particular product; or all cases with 'High' severity.

1. Click the Customer Service icon in the left-hand pane.
2. Select Search > Any Field.
3. In the Search By Any Field dialog, specify the details that you want to search on. You only need to fill in fields that affect your search; you can leave the other fields blank. For most fields, you can select a value from a drop-down list. Note the following:

Products/Services and **Categories** - for these fields, click the square button to open a dialog containing check boxes for each available product or category.

Case Number - you can omit the 'AHK-' prefix. You can just enter the actual case number (eg, enter 02181 to find case AHK-02181).

Subject and **Description** - enter a word or phrase from the case's subject or description. These fields are not case-sensitive. Use '*' wildcards before and after your search term. For example, if a service case description includes the phrase "after rebooting the computer", type any of the following in the Description field to retrieve the case:

rebooting *reboot* *REBOOT*

How do I find driver, firmware and BIOS downloads for Amulet Hotkey products?

1. In the left-hand pane, expand the Links > Technical Links section.
2. Click the Downloads link. This opens the Downloads page on the Amulet Hotkey website.
3. Select a product to view the available downloads.