

Technical Information Center

Freescale Semiconductor, Inc.

How to contact Freescale for Technical Support and Literature:

Worldwide Access: Internet: www.freescale.com

Quick References:

Technical Support www.freescale.com/support
Send your technical questions directly to our team of product specialists. After login, you may request information for a new service request, or View/Update your existing requests. If you are having problems logging into our site or would like to speak to one of our representatives, call our Technical Information Center at the phone number listed below.

Retrieve/Order Literature You may directly access PDF files on the website, or use the shopping cart to request Postal delivery of our literature. To browse and order literature through the Literature Distribution Center, select "Order Literature" on the main "Documentation" page.

Telephone and E-mail Contacts:

North and South America: Phone: +1-800-521-6274 or +1-480-768-2130 (English) 6 am - 5 pm Mountain Standard Time

Europe, Middle East, and Africa: Phone: +44 1296 380 456 (English) 9 am - 5 pm Central European Time
+49 89 92103 559 (German)
+33 1 69 35 48 48 (French)

Asia/Pacific:* Phone: +800 2666 8080* (English, Chinese) 9 am - 5 pm Hong Kong
+800 990 8188 (Chinese) 9 am - 5 pm Hong Kong
India: +000 800 852 1155 (English)
E-mail: support.asia@freescale.com

Japan: Phone: 0120 191 014 (Japanese) 8 am - 5 pm Tokyo
Fax: 0120 191 060 (Japanese)
E-mail: support.japan@freescale.com
Internet: www.freescale.co.jp

*Countries covered within Asia/Pacific are: China, Taiwan, South Korea, Macau, Malaysia, Singapore, Thailand, Australia and New Zealand.

To get Environmental Compliance Information for a product:

Freescale provides information about a product compliance with environmental directives and regulations such as EU RoHS and China RoHS. For more Information, visit: www.freescale.com/pbfree.

To get Pricing and Delivery for a product:

Budgetary pricing is available for most products on the Freescale web site; however, to obtain pricing and delivery quotes, contact your local authorized distributor. To find your local distributor, visit www.freescale.com, select "Where to Buy" on the Freescale Home Page.



About Freescale Semiconductor's Technical Information Center:

Welcome. The Freescale Semiconductor Technical Information Center (TIC) is a worldwide service organization that provides our customers and distributors with the following services:

- Access to technical information and literature
- Answers to questions on Freescale Semiconductor products
- Assistance in locating Technical Training on Freescale Semiconductor's microprocessors, embedded processors, and microcontroller products.

Technical Information and Literature:

To complement Freescale Semiconductor's broad line of 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* Library and *Documentation* Library at **www.freescale.com**. From the Home Page you can select "Products" and then the desired Product Family or "Support" and then "Documentation" from the menu.

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

From the *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, literature and CD quantities are limited. If you need larger quantities (for example, for a special promotion), contact your local authorized distributor, Freescale sales representative, or use the contact information listed on the previous page.

Technical Questions and Support:

We strive to provide you 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. To submit a written technical request, visit **www.freescale.com**. Select "Support", then "Technical Support" from the menu. 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 request status, deliver additional information directly to our specialists, and cancel or re-open a request by using the Internet interface.

This 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 Freescale specialists can immediately start working on your service request. We are located in the Americas, Europe, Middle East, Africa, Asia/Pacific, and Japan. 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.

Technical Training on Freescale Semiconductor products:

We can assist you in locating Web-based training on our web site, or instructor-lead processor training courses in your region. These training courses enable design engineers to quickly gain product knowledge; getting designs to market faster. Through our Training Partners in-plant courses are available where instructors come to your premises or a convenient location, to present the training to your design engineers. Alternatively, in cases where course attendance is too small to justify a training course of its own, general training courses are available through our Training Partners. These courses accommodate a single or small number of engineers that can join in with those of other companies.

To see available Technical Training for Freescale Semiconductor products:

Visit **www.freescale.com**, select "Design Support" from the menu, and then select "Training".

Learn More: For more information about Freescale Semiconductor products, visit **www.freescale.com**.

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