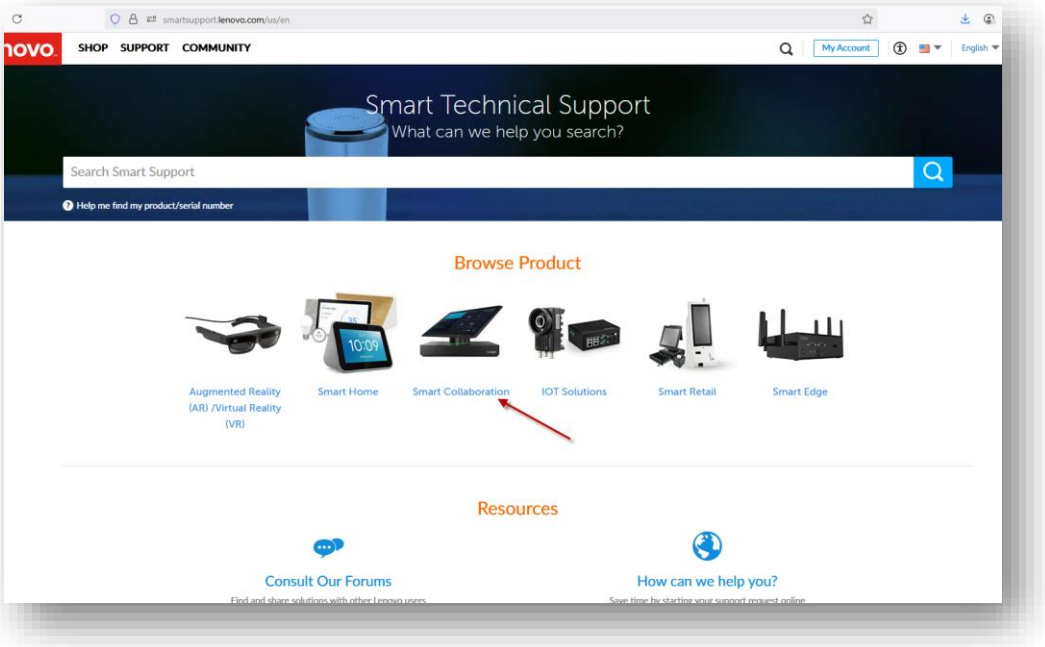
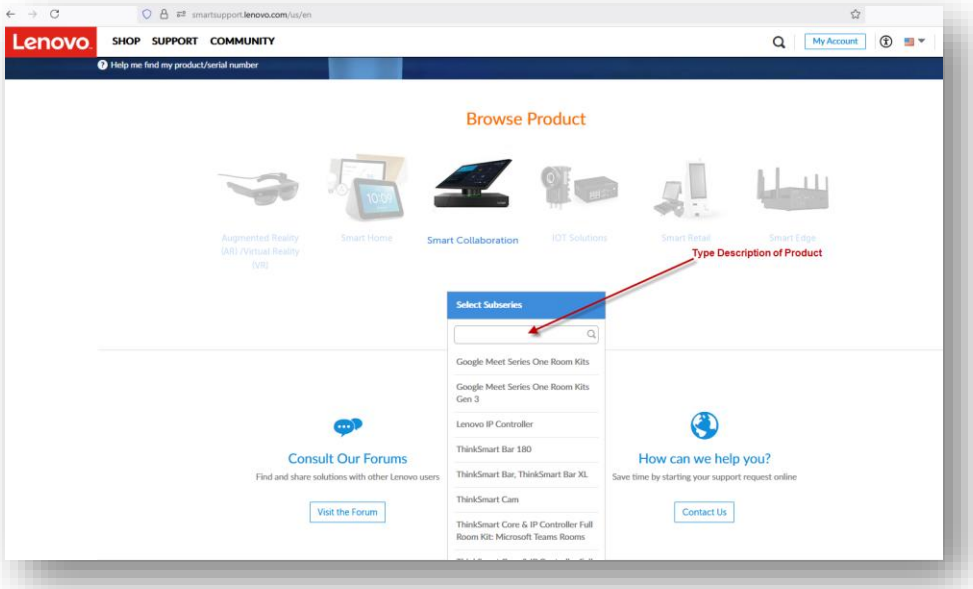
How do I open a Service Ticket Online

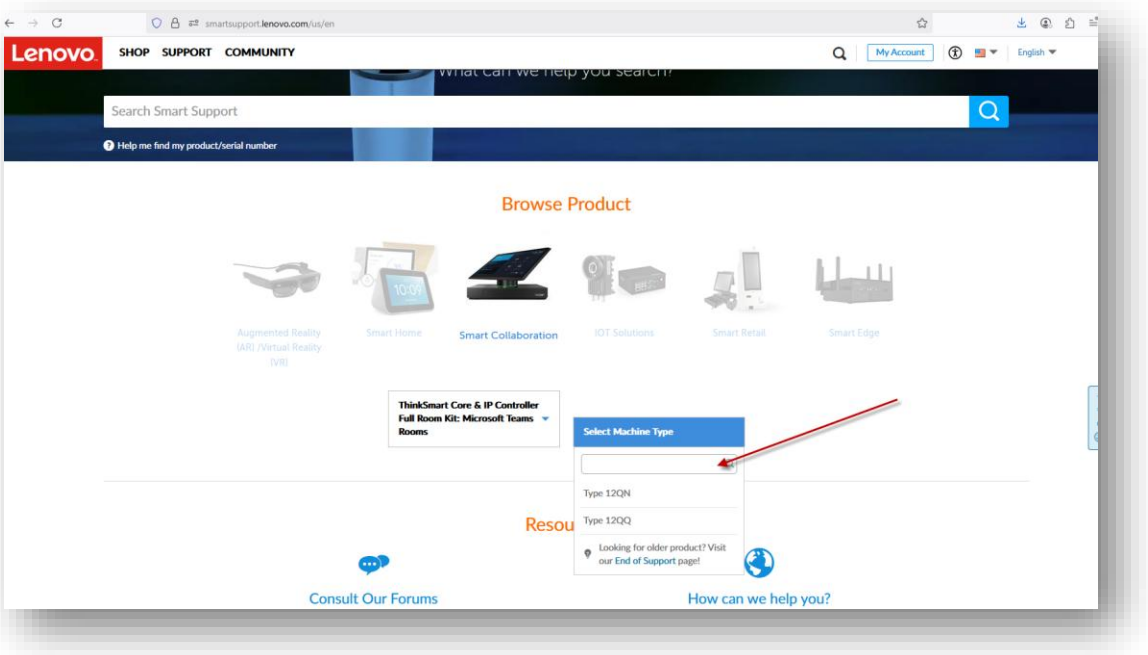
1.) https://smartsupport.lenovo.com/us/en



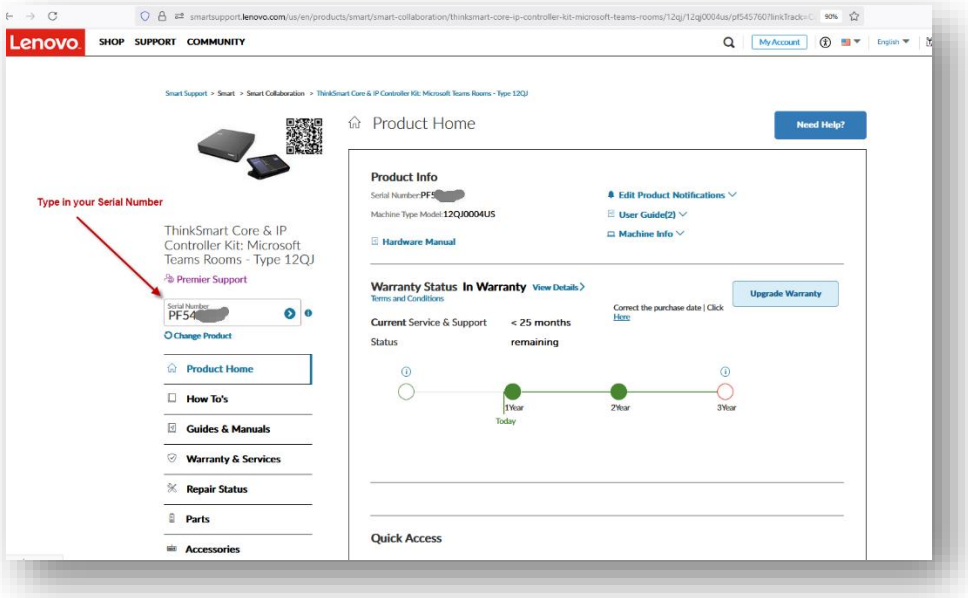
2.) Next the Select Subseries: Start to Type the Description of your Product.



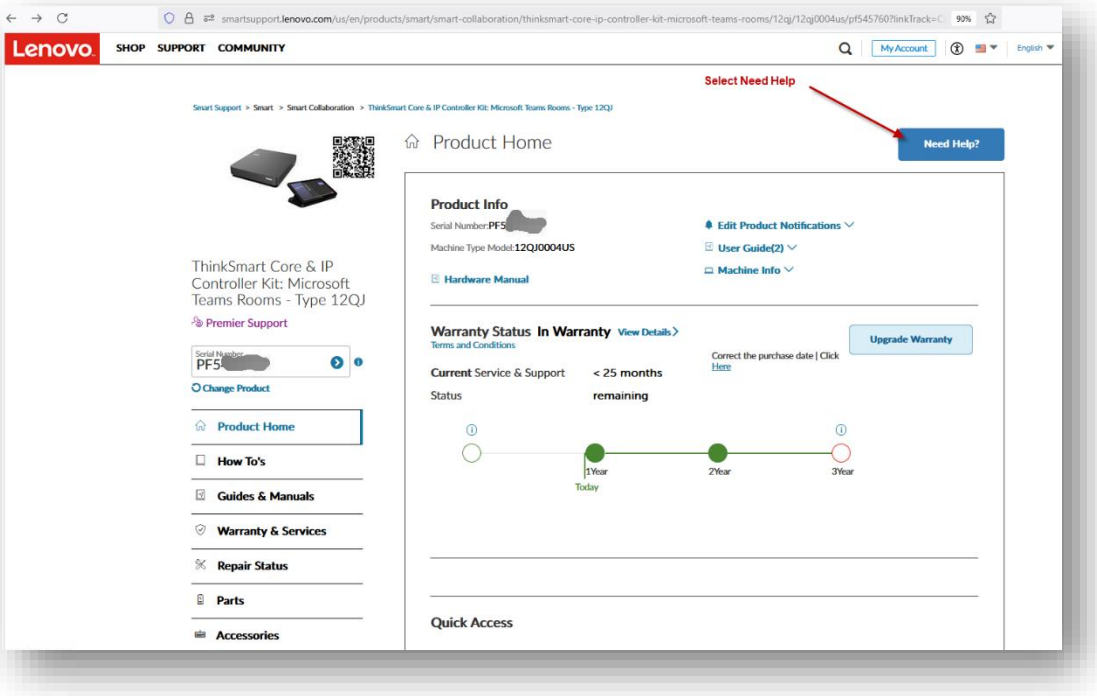
3.) The Portal when then ask for the Machine Type:



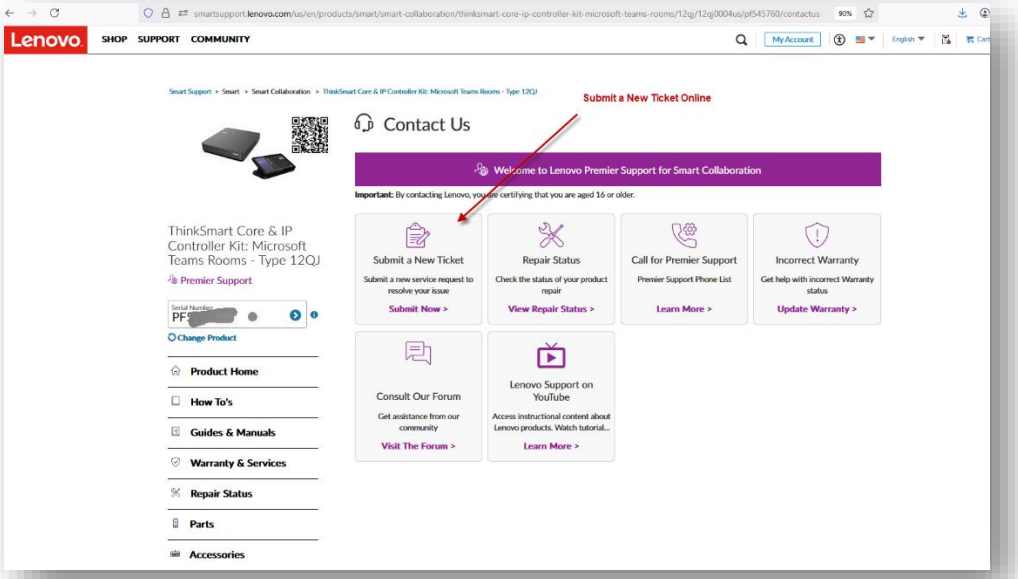
4.) Next type in your Serial number

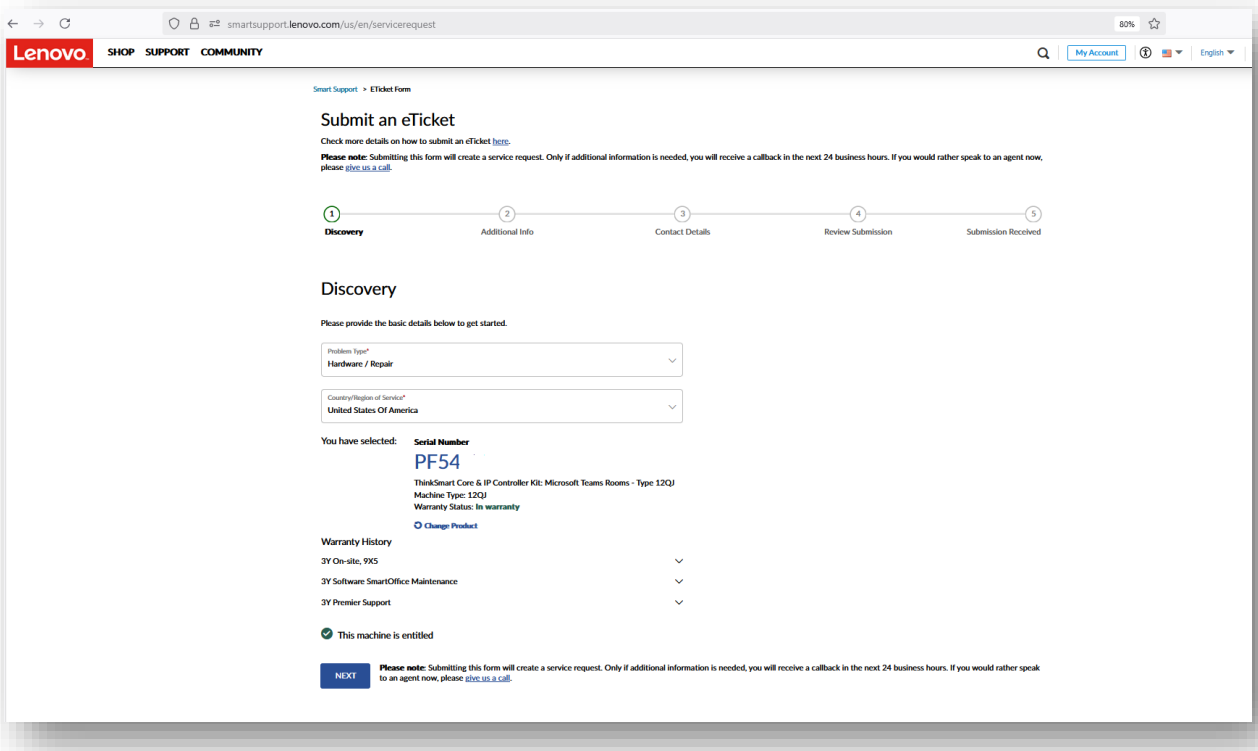


5.) Select need Help.



6.) Submit a Ticket Online:




smartsupport.lenovo.com/us/en/servicerequest
80%
Lenovo
SHOP SUPPORT COMMUNITY
My Account
English
Smart Support > ETicket Form
Submit an eTicket
Check more details on how to submit an eTicket here.
Please note: Submitting this form will create a service request. Only if additional information is needed, you will receive a callback in the next 24 business hours. If you would rather speak to an agent now, please give us a call.
1 Discovery
2 Additional Info
3 Contact Details
4 Review Submission
5 Submission Received
Discovery
Please provide the basic details below to get started.
Problem Type*
Hardware / Repair
Country/Region of Service*
United States Of America
You have selected:
Serial Number
PF54
ThinkSmart Core & IP Controller Kit: Microsoft Teams Rooms - Type 12QJ
Machine Type: 12QJ
Warranty Status: In warranty
Change Product
Warranty History
3Y On-site, 9X5
3Y Software SmartOffice Maintenance
3Y Premier Support
This machine is entitled
NEXT
Please note: Submitting this form will create a service request. Only if additional information is needed, you will receive a callback in the next 24 business hours. If you would rather speak to an agent now, please give us a call.