

Technical Support

Introduction

Lattice Semiconductor Corporation (LSC) is dedicated to providing customers with comprehensive technical support. LSC Applications Engineers may be reached, via telephone, FAX or electronically.

Telephone and FAX Resources

Technical Support Hotline

Customers can receive direct technical support for all LSC products by calling LSC Applications during the hours of 8 am. to 5 p.m. Pacific Time.

LSC Literature Department

The LSC Literature Department offers a variety of technical literature to help customers select and design with programmable logic, including application notes, application briefs, data sheets, and a quarterly newsletter.

Electronic Resources

Bulletin Board Service

LSC maintains a 24-hour bulletin board service (BBS) for instant access to the latest product information. On-line versions of application notes and briefs, recent quarterly newsletters, and software utility programs are available

from the BBS. The BBS can also be used to transfer files to and from the Applications Department for technical support and review. To connect to the BBS via modem, the following equipment and configuration is required: Bell Standard 212A, ccm standard, or compatible modem, up to 14,400 baud rate, 8 data bits, 1 stop bit, no parity. The following file transfer protocols are supported: ASCII1 (Non-Binary), Xmodem (Checksum), Xmodem (CRC), IK-Xmodem, Ymodem (Batch U/L and D/L), Zmodem (Batch U/L and D/L), and Kermit.

E-Mail

Customers can use E-mail to send technical questions to LSC Applications (applications@latticesemi.com or gal@latticesemi.com). E-mail is checked regularly throughout the day and is given the same priority as telephone calls. However, since E-mail delivery through the internet can be delayed, please use either the technical support hotline or fax for urgent issues.

FTP Site

Lattice Semiconductor provides a 24-hour file transfer protocol (FTP) site for instant internet access to the latest product information. On-line versions of application notes, application briefs, recent quarterly newsletters, and software utilities are available at <http://www.latticesemi.com/ftp/index.html>

Information Need	Customer Resource	USA & Canada	Other Locations
ispLSI® / pLSI® Applications Support	Telephone Hotline	1-800-LATTICE	(408) 428-6414
	FAX	(408) 944-8450	
	Bulletin Board System	(408) 428-6417	
	E-Mail	applications@latticesemi.com	
	FTP Site	http://www.latticesemi.com/ftp/index.html	
	World Wide Web	http://www.latticesemi.com	
GAL® / ispGAL® / ispGDS™ Applications Support	Telephone Hotline	1-888-ISP-PLDS	(503) 681-0118
	FAX	(503) 681-3037	
	Bulletin Board System	(503) 693-0215	
	E-Mail	gal@latticesemi.com	
	FTP Site	http://www.latticesemi.com/ftp/index.html	
	World Wide Web	http://www.latticesemi.com	
Literature	Telephone Hotline	1-888-ISP-PLDS	(503) 681-0118
	FAX	(503) 681-3037	
	E-Mail	gal@latticesemi.com	
	FTP Site	http://www.latticesemi.com/ftp/index.html	



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