

Support Services - Vega Gateways

Support Service

- Gold and Platinum Support are available on All the variants of the Vega and DMG Gateway products.
- Customers looking for Support must have a Sangoma Portal Account (<https://portal.sangoma.com/>)
- Customers must have a valid and active Support Plan/Contract purchased, if no Support Maintenance purchased please visit the Sangoma Store in the Portal.

Support Login

- Login with the same username and password you used to purchase your Support Maintenance.

Product Registration

- Product Registration is required to associate the Gateway product and Support Contract with your Support Portal account. The Serial Number of all Gateway variants can be found on a sticker located at the side or rear of the appliance. The Serial Numbers for Gateways is identical as the MAC Address. Show Support will also provide the MAC Address or Serial Number of the Vega. If the Vega Gateway you are trying to open a support ticket for is not shown in your portal account you will need to make a product claim to have it show up as outlined here [How to Co-Own a product that is not linked to your account](#)

Support Coverage

- All the Sangoma Vega Gateway variants are supported.
 - Vega 50
 - Vega 60
 - Vega 3000G 24 FXS
 - Vega 3050G 50 FXS
 - Vega100G 1 x E1T1
 - Vega200G 2 x E1T1
 - VEGA 400G 4 x T1E1
- Sangoma Support Service will support all of the Sangoma specific applications and hardware components in the Vega Gateway products.

Opening a Ticket

- Visit [How To Open A Support Ticket](#) for full information on how to use our online support ticketing system.