



# Redpine Website Migration FAQs

September 30, 2020

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On October 1, 2020, the Redpine Signals website ([redpinesignals.com](http://redpinesignals.com)) migrated to the Silicon Labs website ([silabs.com](http://silabs.com)). See below for a list of frequently asked questions about the migration.

## General Questions

**When will the pages from the Redpine Signals website be migrated to the Silicon Labs website?**

The relevant pages from the Redpine Signals website will be migrated to the Silicon Labs website by Oct 1, 2020.

**Will the Redpine website be down during the migration period?**

We are not expecting any down time during the migration.

**What will happen to the Redpine website after migration?**

[Redpinesignals.com](http://redpinesignals.com) will be redirected to [silabs.com](http://silabs.com). Customers who have saved specific URLs on the Redpine website to support or product pages will be redirected to appropriate pages on the Silicon Labs site. The Redpine pages which will not be migrated will be redirected to the Silicon Labs home page.

**Which pages from the Redpine Signals website will be migrated, and where will the new pages be located?**

All the relevant product pages from the Redpine Signals website will be migrated to <https://www.silabs.com/wireless/wi-fi>. The Redpine Support System page (<https://redpinesales.force.com/rpsc/customer/CustomLoginPage>) will be migrated to <https://www.silabs.com/support/redpine-signals-support>.

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### Which pages from Redpine Signals website will not be migrated?

The Redpine Signals forum (<https://www.redpinesignals.com/forum/>) will not be migrated. Customers can use the existing Silicon Labs forum (<https://www.silabs.com/community/wireless/wi-fi>). Market and application related pages also will not be migrated.

## Product Questions

### Which products will be migrated?

RS9116 n-Link products, RS9116 WiSeConnect products, RS9116 EVK products, RS9113 n-Link products, RS9113 WiSeConnect products, RS9113 FIPS products and RS9113 FIPS EVK products will be migrated, along with the documents, hardware resources, software resources, certifications and declarations for these products.

### Which products will not be migrated?

RS14100 WiSeMCU products, RS13100 WiSeMCU products, RS14100 EVK products, RS9113 Connect-io-n products and RTLS Solutions will not be migrated. We are not actively promoting any of these products. We will work with customers who are using these products on a case-by-case basis to provide relevant information and support. Customers may file tickets on the support site and also contact the support team for support/information about these products.

## Website Questions

### What will happen to my login on the Redpine website and support site?

Your Redpine support site login IDs have been migrated to the Silicon Labs support site. See below or visit <https://www.silabs.com/support/redpine-signals-support> for information about how to activate your account. All the support cases created have been migrated; however, the case numbers will be different. You will still be able to search with the old case number.

Your Redpine website login details will no longer be valid. You will need to register again on the Silicon Labs website for accessing the software and documentation here: [https://siliconlabs.force.com/apex/SL\\_CommunitiesSelfReg?form=short](https://siliconlabs.force.com/apex/SL_CommunitiesSelfReg?form=short).

### Where can I find documentation & software resources on the Silicon Labs website?

You can access all the documentation and other resources at [https://www.silabs.com/support/resources.p-wireless\\_wi-fi](https://www.silabs.com/support/resources.p-wireless_wi-fi). You can also access them through the individual product pages under <https://www.silabs.com/wireless/wi-fi>.

**Will I have to sign a Service Level Agreement (SLA) again on the Silicon Labs website to access the n-link software source code package?**

Yes, you will have to sign an SLA again with silabs.com to access the n-Link software source code; however, it will be a click through SLA available on the Silicon Labs customer support site. Please contact your Silicon Labs representative, if you run into any issues.

**How do I contact sales?**

You can get in touch with our Silicon Labs sales team at <https://www.silabs.com/about-us/contact-sales>.

**How do I get email notifications from Silicon Labs on the latest news and product updates?**

You will have an option to give your consent for receiving email communication while registering on the Silicon Labs site. If you opt in, you will start receiving communications from Silicon Labs.

## Support Community Questions

**Do I have to register again on Silicon Labs community page to access my support tickets?**

No, we have migrated users from the Redpine support community to the Silicon Labs community; however, you do need to activate the account again. Follow the following steps to activate your login ID:

1. Navigate to <https://siliconlabs.force.com/secur/forgotpassword.jsp>.
2. Enter your email/username in username field (e.g. [myname@mycompany.com](mailto:myname@mycompany.com)).
3. Click 'Continue.'
4. User will receive email with subject 'Action Required: Please Update Your Password' Click link 'Update Your Password Now.'
5. Click 'Reset Password' button.
6. Accept the Silicon Laboratories Data Usage Policy.
7. Follow the instructions to set new password.

8. Having troubles resetting your password? Email us via [This Link](#) (do not alter the subject line).

#### Who do I contact if I am not able to login to support?

Please use [This Link](#) (do not alter the subject line) to request for support if you are not able to login to Silicon Labs support community site.

#### How to create new support case?

1. Navigate to <https://www.silabs.com/support/redpine-signals-support>.
2. Click button "Request Support."

#### How to view my old support cases?

1. Navigate to <https://siliconlabs.force.com/s/>
2. Click tab "Cases."
3. Select option 'All Cases' from dropdown (please note that the case numbers have been changed; however, you can search with the old case number which has been put in the comments section).