

C3i Solutions provides Medtronic site users technical support for Oracle Clinical/RDC and BOX. The Help Desk can support with password resets, browser settings, login issues, and site user RDC training.

You can reach the RDC Help Desk by using the Live Chat button, located on the RDC login page, call your country number listed below, or send an email to MedtronicRDCHelpDesk@c3iservice.com. English language support is available 24x7. Local language support is available with live translations on demand.

Clinical Support

Please contact your regional CRA or study team for protocol and other non-technical questions.

If you have trouble dialing a toll-free number you can call +1-973-659-6812. Please be advised this is a toll number.

Country	City/Provider/Location	Country Access Code & Toll-Free Number	
United States of America		+1-877-855-8551	
Argentina	ALA - Spanish	0-800-288-5288 then +1-877-855-8551	
	Telecom	0-800-555-4288 then +1-877-855-8551	
	Telefonica	0-800-222-1288 then +1-877-855-8551	
Australia	Optus	1-800-551-155 then +1-877-855-8551	
	Telstra	1-800-881-011 then +1-877-855-8551	
Austria		0-800-200-288 then +1-877-855-8551	
Bangladesh*		+1-877-855-8551	
Belarus		8*800-101 then +1-877-855-8551	
Belgium		0-800-100-10 then +1-877-855-8551	
Brazil	Cell	0-800-888-8288 then +1-877-855-8551	
		0-800-890-0288 then +1-877-855-8551	
Canada		+1-877-855-8551	
Chile	Claro	800-225-288 then +1-877-855-8551	
	Easter Island - Spanish	800-800-312 then +1-877-855-8551	
	Easter Island	800-800-311 then +1-877-855-8551	
China	ENTEL - Spanish	800-360-312 then +1-877-855-8551	
	ENTEL	800-360-311 then +1-877-855-8551	
	Telefonica	800-800-288 then +1-877-855-8551	
	North, Beijing CNGC	108-888 then +1-877-855-8551	
Colombia	South, Shanghai; China Telecom	10-811 then +1-877-855-8551	
		Spanish	01-800-911-0011 then +1-877-855-8551
Croatia		01-800-911-0010 then +1-877-855-8551	
Czech Republic		0800-220-111 then +1-877-855-8551	
Denmark		00-800-222-55288 then +1-877-855-8551	
Egypt	Cairo	800-100-10 then +1-877-855-8551	
		Cellular throughout Egypt	2510-0200 then +1-877-855-8551
		Outside Cairo	02-2510-0200 then +1-877-855-8551
France	Telecom Development	0805-701-288 then +1-877-855-8551	
	Telecom	0-800-99-0011 then +1-877-855-8551	
Georgia*		+1-877-855-8551	
Germany		0-800-225-5288 then +1-877-855-8551	
Greece		00-800-1311 then +1-877-855-8551	
Hong Kong	Hong Kong Telephone	800-96-1111 then +1-877-855-8551	
	New World Telephone	800-93-2266 then +1-877-855-8551	
Hungary		06-800-011-11 then +1-877-855-8551	
Iceland		00-800-222-552-88 then +1-877-855-8551	
India		000-117 then +1-877-855-8551	
Ireland	UIFN	00-800-222-55288 then +1-877-855-8551	
		1-800-550-000 then +1-877-855-8551	
Israel	Barak	1-80-933-3333 then +1-877-855-8551	
	Bezeq	1-80-949-4949 then +1-877-855-8551	
	Golden Lines	1-80-922-2222 then +1-877-855-8551	
Italy		800-172-444 then +1-877-855-8551	
Japan	KDDI	00-539-111 then +1-877-855-8551	
	NTT	0034-811-001 then +1-877-855-8551	
Kazakhstan	Softbank Telecom	00-663-5111 then +1-877-855-8551	
		8*800-121-4321 then +1-877-855-8551	
Korea, Republic	Dacom	00-309-11 then +1-877-855-8551	
	Korea Telecom	00-729-11 then +1-877-855-8551	
	ONSE	00-369-11 then +1-877-855-8551	
	Dacom	550-2USA then +1-877-855-8551	
	Korea Telecom	550-HOME then +1-877-855-8551	
Kuwait*		+1-877-855-8551	
Lithuania*		+1-877-855-8551	
Luxembourg		800-201-11 then +1-877-855-8551	
Malaysia		1-800-80-0011 then +1-877-855-8551	
Malta		800-901-10 then +1-877-855-8551	
Mexico	New	01-800 288-2872 then +1-877-855-8551	
	Por Cobrar - Spanish	01-800-112-2020 then +1-877-855-8551	
	Spanish	001-800-658-5454 then +1-877-855-8551	
Netherlands		001-800-462-4240 then +1-877-855-8551	
New Zealand		0800-022-9111 then +1-877-855-8551	
Norway	US Military Bases	000-911 then +1-877-855-8551	
		800-199-11 then +1-877-855-8551	
Panama	Spanish	800-190-11 then +1-877-855-8551	
		800-2288 then +1-877-855-8551	
Peru	Telephonica - Spanish	800-0109 then +1-877-855-8551	
		Telephonica	0-800-50-000 then +1-877-855-8551
Poland		0-800-50-288 then +1-877-855-8551	
Portugal	Moscow	0-0-800-111-1111 then +1-877-855-8551	
		Outside Moscow	800-800-128 then +1-877-855-8551
Russia	Outside St. Petersburg	363-2400 then +1-877-855-8551	
	St. Petersburg	8*495-363-2400 then +1-877-855-8551	
		8*812-363-2400 then +1-877-855-8551	
		363-2400 then +1-877-855-8551	
Saudi Arabia		8*10-800-110-1011 then +1-877-855-8551	
Serbia*		1-800-10 then +1-877-855-8551	
Singapore	SingTel	+1-877-855-8551	
		StarHub	800-011-1111 then +1-877-855-8551
Slovakia		800-001-0001 then +1-877-855-8551	
Slovenia*		0-800-000-101 then +1-877-855-8551	
South Africa		+1-877-855-8551	
Spain		0-800-99-0123 then +1-877-855-8551	
Sweden		900-99-0011 then +1-877-855-8551	
Switzerland		020-799-111 then +1-877-855-8551	
Taiwan		0-800-890011 then +1-877-855-8551	
Thailand		00-801-102-880 then +1-877-855-8551	
Tunisia*		1-800-0001-33 then +1-877-855-8551	
Turkey		+1-877-855-8551	
Ukraine	Ukrtelecom	0811-288-0001 then +1-877-855-8551	
		DU	0-800-502-886 then +1-877-855-8551
United Arab Emirates	USO and cellular	8000-555-66 then +1-877-855-8551	
		8000-061 then +1-877-855-8551	
United Kingdom	British Telecom	8000-021 then +1-877-855-8551	
		0-800-89-0011 then +1-877-855-8551	
Uruguay		000-410 then +1-877-855-8551	

General Notes

*This country does not offer toll-free service. Calls will be charged as an international call. If you need a toll-free call, please email the Help Desk and request a call back.

1. Not all mobile carriers allow dialing the toll-free number. If you are unable to reach us via mobile phone, please try calling from a landline.

2. If your country is not listed please navigate to AT&T's website: <https://www.business.att.com/collateral/access.html>