Karen: Hi, my name is Karen. How may I help you?

steve Mcgowan: I cannot download datasheets anymore? I need to know if there is a version of LM3914 that is rated -30 to 85 versus 0 to 70 C I need to know if 54HC logic devices can be used to replace 54C devices. In particular if 54hc30 can replace 54c30. 8 input NAND gate with output on pin 8

Karen: Hello Steve, please give me just a few moments to check for you.

steve Mcgowan: From your Logic Migration Document it would appear the 54HC can replace the 54C with the caveat that the VCC range of 3 to 18 VDC for 54C is now limited to 2 to 6 VDC for the 54HC.

steve Mcgowan: 10:21 am

Karen: Steve, thank you for your patience, the only version of the LM3914 is a 0 to 70' version. As for the 54C used in placed of the 54HC, yes that is correct.

steve Mcgowan: I asked if 54hc can be used in place of 54c which is the opposite of what you just stated...

steve Mcgowan: you don't make 54c30

steve Mcgowan: you make 54hc30

steve Mcgowan: how do I contact an engineer

steve Mcgowan: or can you provide a document that stated 54hc replaces 54c

Karen: Please follow the below link and select the appropriate title under "Email Us" to submit a ticket and obtain further assistance on your request.

http://www.ti.com/guidedsupport/call-ti-support/#popularlinks

You may also follow the below link to our E2E Forum to obtain assistance as well.

steve Mcgowan: i am on this chat to get information for texas instruments not from other people

steve Mcgowan: from what I read e2e is engineer to engineer so how is this ti informaiton

Karen: I understand that, however, all issues can not be handled via Chat, which is why I suggested emailing the Texas Instruments Support Center via email.

Karen: TI engineers are on our forum.

steve Mcgowan: please give me a number to contact a texas instruments engineeer

Karen: 512-434-1560

Karen: That is the number to our Support Center.

steve Mcgowan: they don't answer, are they available this week?

Karen: Yes, they are.

Karen: They were out on holiday last week.

steve Mcgowan: I have printed this chat to file and will be forwarding it to TI engineering so I can make sure you don't give incorrect answers to anyone else.
steve Mcgowan: If you cannot answer a question that is asked then don't answer

I called tech support and the person got highly upset when I explained that I was given the opposite answer to the question I asked. he started interrupting me and telling me the person on chat was a supervisor. I explained to him that I didn't want to damage a display fielded for Marine Corps. At this point I asked for a supervisor and was told none was available and my ticket would be erased if I didn't give an address. He appeared upset because I'd asked him whether or not the address was for sending literature. USMC has a different address for mail than office locationn for security reasons. In order not to have the ticket deleted I gave him the mailing address which is quantico virgninia. He then asked me spell out quantico. At this point I again asked for a supervisor as I was no longer inserested in someone who seemed to think I'd mistreated his supervisor.

I don't know why people on chat and tech support cannot answer technical questions.

I was sent to number with no voicemail which of course is alsolying to the customer.