Software Technical Support
NEED HELP UNDERSTANDING YOUR PRODUCT?
There are three easy ways to find the answers you need:

QUICK START

Explains:

Installing the software

Setting up the software

Connecting the hardware (terminals, fingerprint readers)

Setting up and using passwords

ON-LINE HELP

Provides you with:

Step by step instructions to understand the software

On-line manual that you can review or print

Glossary that provides key definitions

On-line Help that can be accessed three ways:
- product CD
- HELP menu in the software
- http://support.acroprint.com

http://support.acroprint.com

Additional information on:

Frequently Asked Questions

Access the Acroprint Knowledge Base with helpful tips and information on the product you purchased.

Product updates

SUPPORT CONTRACTS

The Acroprint Support Contract offers you:

Access to highly trained Technical Support Specialists for 12 months during Acroprint business hours.

Free software upgrades within the version of the product purchased.

Free service packs when available.

Priority status on support issues.

Please visit the Acroprint website to view and/or print the support contract.

Attendance Rx Single *(Includes ATRx Secure PunchIn, ATRx ProxTime, ATRx Biometric 1000 products)*	$99.00
Attendance Rx Network *(Includes ATRx Secure PunchIn, ATRx ProxTime, ATRx Biometric 1000 products)*	$199.00
Time Q Plus *(Includes Time Q, PayTime)*	$149.00
timeQplus Biometric	$299.00
Pendulum Single	$399.00
Pendulum Network	$799.00

PER INCIDENT PHONE CALLS

If you do not have a support contract, Acroprint offers complimentary setup support for 30 days* from date of purchase for all registered users. All software support provided is on a billable basis at a flat rate. Charges will be applied to your VISA, MasterCard or American Express credit card.

Time Q Plus, Time Q, PayTime	$ 25.00/per incident
Attendance Rx product suite	$ 75.00/per incident
timeQplus Biometric	$125.00/per incident
ATR20/20, ATR9800, Pendulum	$125.00/per incident

Excludes ATR20/20, ATR9800 and Pendulum software products.

TO CONTACT ACROPRINT:
1-800-334-7190

http://support.acroprint.com

For Technical Support
supportdept@acroprint.com

For questions about support contacts
support_contracts@acroprint.com

Acroprint Helpdesk hours are Monday through Friday from 8:00 a.m. to 5:00 p.m. Eastern, excluding holidays. If on-site technical support is required please contact Acroprint for pricing. In providing support services Acroprint assumes no liability for incidental or consequential damages. Customers are responsible for maintaining backup copies of data, files and all other software.

Account Information

Please take a moment to complete the information below.

Company Name:_____

Address: _____

City:_____ State:_____ Zip Code:_____

Contact Name: _____ Phone Number (ext.): _____

Fax Number: _____ Email Address: _____

Purchase Location:_____ Purchase Date:_____

Product Serial Number and Software Version:

(This number can be located on the product box, on the hardware, and/or the CD)

_____

Operating System on PC: (check one)

☐ Windows 95   ☐ Windows 98   ☐ Windows 2000   ☐ Windows 2003
☐ Windows NT   ☐ Windows XP   ☐ Other_____

You have the options to pay with a credit card or check/money order.

Credit Card Payment (circle one)

American Express   MasterCard   Visa

Account Number: _____
Expiration Date: _____
Name as shown on Credit Card:_____

Payment: Check/Money Order
If paying by check, support is available upon receipt.
Please make check payable to:

        Acroprint Time Recorder Company
        5640 Departure Drive
        Raleigh, NC 27616
        Phone: (800) 334-7190 or Fax (919) 850-0720
        Email: support_contracts@acroprint.com

Fax your Account information to 919-850-0720