

PAPERPORT TECHNICAL SUPPORT (U.S. & CANADA)

VISIONEER TECHNICAL SUPPORT OVERVIEW

Visioneer is committed to providing you with high-quality, timely technical support designed to meet your needs and to help you get the most from your PaperPort hardware and software. Visioneer maintains a variety of free support services, including the Visioneer Web site and our 24-hour Automated Expert System. All of these services provide the most up-to-date technical facts available for Visioneer products.

SUPPORT SERVICES

World Wide Web Site

Visit Visioneer's Web site at <http://www.visioneer.com>. In the technical support area, you will find the PaperPort Internet Assistant. Once you answer a few step-by-step diagnostic questions, the PaperPort Internet Assistant will guide you to a solution! If the PaperPort Internet Assistant is unsuccessful in finding a solution for you, you have an option to submit your question via our e-mail form and one of our experienced support specialists will respond typically within one business day. The Web site also provides information about Visioneer products as well as third-party applications that you can download and use with PaperPort.

Free 24-Hour Automated Expert System

888-368-9633 in the U.S. and Canada (Toll Free)

Visioneer's Free Automated Expert System is available 24 hours a day, 7 days a week. By responding to a few simple questions, this interactive service will guide you immediately to solutions to most PaperPort questions.

Free Fax Support

716-871-2138

You can fax technical questions to Visioneer's fax support. Please include your name and fax number so that a Visioneer technical support representative can fax back a response to your question.

NOTE: We are unable to call prior to faxing a response.

Telephone Support

Technical support is available by telephone.

Call 888-368-9633 (6:00 A.M. – 5:00 P.M. PST Monday – Friday).

There is a nominal charge of \$14.95 per support issue for calls to Visioneer Technical Support. Please have your credit card ready before you call. VISA, MasterCard, and American Express are accepted. After entering your credit card information, the technical support representative may waive the charge if the call is related to a setup or installation issue that could not be resolved by using the support resources mentioned above as well as the manuals or the readme. The technical support representative may also waive the charge if the call is related to a defective product.

*Information and pricing are subject to change without notice.