

Acroprint® Software Technical Support

NEED HELP UNDERSTANDING YOUR PRODUCT?

There are three easy ways to find the answers you need:

QUICK START

ON-LINE HELP

<http://support.acroprint.com>

Explains:

Installing the software
 Setting up the software
 Connecting the hardware
 (terminals, fingerprint readers)
 Setting up and using passwords

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>

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 with 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.
 (<http://support.acroprint.com/support-contracts.asp>)

Attendance Rx Single*, timeQplus Single, BioTouch <i>(*Includes ATRx Secure PunchIn, ATRx ProxTime, ATRx Biometric 1000 products)</i>	\$109.00
Attendance Rx Network*, timeQplus Network <i>(*Includes ATRx Secure PunchIn, ATRx ProxTime, ATRx Biometric 1000 products)</i>	\$169.00
Time Q +Plus Badge System* <i>(*Includes Time Q, PayTime)</i>	\$159.00
timeQplus with FaceVerify, Biometric, Proximity Magnetic Stripe, Barcode & HandPunch	\$169.00
Pendulum Single	\$399.00
Pendulum Network/Multi-User	\$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 American Express, MasterCard, Visa or Discover credit card.

Time Q +Plus, Time Q, PayTime	\$55.00 per incident per 1/2 hour
BioTouch, timeQplus/Attendance Rx Single SW	\$55.00 per incident per 1/2 hour
timeQplus FaceVerify, Biometric, Proximity, Magnetic Stripe, Barcode and Network SW	\$75.00 per incident per 1/2 hour
ATR20/20, ATR9800, Pendulum	\$125.00 per incident per 1/2 hour

*Excludes ATR20/20, ATR9800 and Pendulum software products.

TO CONTACT ACROPRINT®: 919.872.5800 or 800.334.7190

<http://support.acroprint.com>

For Technical Support

supportdept@acroprint.com

For questions about support contracts

sales@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 other software.

Acroprint Software Technical Support Contract Purchase Information

Company Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

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

Fax Number: _____ Email Address: _____

Purchase Location: _____ Purchase Date: _____

Product Name/Part Number: _____

(This information is found on the box, CD sleeve, in the software or on time clock device; i.e. timeQplus Biometric, 01-0250-000)

Product Software Version: _____ Product Serial Number: _____

(This information is found on the box, CD sleeve, in the software or on time clock device; i.e. 4.1.10, 1234567AB)

Price of Support Contract: *(circle one)* \$109 \$159 \$169 \$399 \$799

(Please see other side for support contract pricing for your Acroprint Software Solution.)

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

(Please note this purchase is non-refundable.)

Credit Card Payment (circle one) American Express MasterCard Visa Discover

Credit Card Number: _____

Expiration Date: _____

Card Security Code: _____

Name as shown on credit card: _____

Billing address for the credit card: _____

If paying by check/money order, support is available upon receipt. Please make check payable to:

Acroprint Time Recorder Company
5640 Departure Drive
Raleigh, NC 27616
Phone: (919) 872-5800 or Fax (919) 850-0720
Email: sales@acroprint.com

Please fax your order & information to 919-850-0720.

(Support agreement will be effective within 48 hours of receipt of payment.)