

### PaperCutMF Support Package via EcoprintQ as your ASC.

As a Certify Solution Center (ASC) for PaperCut, EcoprintQ provides **Tier 1 Level support** helping customers directly with any PaperCut related support issues. When any Customer, Ecopartner (AVR) or Corporate Solution's Desk (AMR) processes a License via EcoprintQ, the support paid as part of the license order includes support from the EcoprintQ desk for the Ecopartner (dealer) and the end user.

This support is provided **5 days a week from 8:00 AM to 8:00 PM EST** in three different ways:

- **Email support:** via [support@ecoprintq.com](mailto:support@ecoprintq.com) (*Response time is 2 hours or less*)
- **Phone support:** via Toll Free **(800) 236-8499**
- **Remote support:** via GoToMeeting to a customer Desktop with access to the PaperCut Network.  
Customer meeting access: [www.joingotomeeting.com](http://www.joingotomeeting.com)



### Premium Support Includes:

- Email support or phone support to the customer
- Access to new versions of Papercut as soon as they become available by the Development Team
- Direct remote assistance to the customer with any PaperCut related issues at any layer of the Application: Server, Client, Devices.

### Not included in the Support Package:

- On-site support or consultative services or custom development
- Support for 3rd party products or integration not done/developed by PaperCut
- Implementation and configuration services remote or onsite after initial implementation has been completed.

Note: Customers wanting an enhanced support program including the services not included in the standard premium support may opt for a 15 or 30 hours of Hands On support Package provided as an additional item.

### **Information needed for support:**

- Ecopartner Name and Client/Organization Name
- The version of PaperCut you are running, also in the "About" tab (i.e. 13.4 Build 10808).
- The operating system(s) used on both the server and workstation
- A general description of the problem including the exact text of any error messages that have appeared. Screen-shots can often help explain a problem.
- Information about related components such as model and make of MFD or Printer or any other Application you may consider issue related (i.e. Excel, MS word, etc.)
- Please report any previous ticket number on the same issue (listed in the subject of the previous support email).

### **Additional information:**

\*Customers requiring after hours support, please send over to [support@papercut.com](mailto:support@papercut.com)

\*PaperCut provides a very extensive Knowledge base where most know issues are documented including resolution or recommendations to the problem your system may be encountering, please search for the related subject here: [PaperCut Knowledge Base](#)

\*Your Support package includes upgrade assurance (check [Upgrade Policy](#)):

- **Upgrades** - Access to all upgrades, both major and minor. PaperCut averages 6 to 8 upgrade releases a year.