



EcoprintQ Support Package

PaperCutMF Support Package via EcoprintQ as your ASC.

As a Certified 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 via the EcoprintQ help desk for the particular Ecopartner (solution provider) and their customer (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
(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



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

*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.

Thank you,

Eco Support, [ecoprintQ](#) Support Team

support@ecoprintq.com | ***PaperCutMF ASC Division***

Phone: (800) 236-8499 | Direct: (305) 681-7445 |