

Technical Support Guidelines

For quick reference, please keep this document near your main library workstation

To Contact PSI Software Technical Support: 952-471-0875

9:00 a.m. – 5:00 p.m., Central Time, Monday – Friday *Note 1*

Your PSI Support/Customer Number is:

Note: Your PSI Customer Number is required when you call PSI Technical Support or log on to some sections of PSI's Support area. Please copy your customer number from your Key Code letter (shipped with your product CD), and write it here for future reference.

Note 1: Technical support is available Monday through Friday, 09:00 A.M. through 5:00 P.M. (Central Time), excluding the following holidays: New Year's Day; Memorial Day; Independence Day; Labor Day; Thanksgiving Day; and Christmas Day.

With technical support services from Proactive Systems, Inc. (PSI), you're never on your own—we're committed to your success long after your system purchase. Our technical support experts will help ensure smooth operation of your PSI applications day in and day out. For details of the services included with your technical support agreement, please see below.

Introduction

This document describes the guidelines that Proactive Systems, Inc. uses in providing technical support, and defines coverage included with your PSI support agreement. These services are provided to customers who have a current technical support agreement with PSI. Customers with expired technical support agreements will be directed to the Sales Department and will be asked to renew their technical support contract before technical assistance is provided.

Benefits of Technical Support

One year of technical support is included with most products purchased, renewable thereafter for an annual fee. Assistance is provided by product and technical specialists trained to use and operate PSI library automation products in a technical environment. Support for hardware or software systems on which PSI applications reside at the customer site is not included. Although troubleshooting an application in some cases requires us to ask questions regarding your operating environments, PSI support analysts are not responsible for network, operating system or computer maintenance.

Telephone Support

Telephone support for customers: 952-471-0875
Telephone consultation: 9:00 a.m. – 5:00 p.m., Central Time, Monday – Friday.

Software Updates

- PSI software updates are automatically provided to customers with current technical support agreements.
- Updates are provided via CD or web download.
- To receive the updates, customers must maintain current technical support agreements on all of their **installed** PSI products.
- Product upgrades incur an additional charge, and are not covered by the technical support agreement.

Web Site Updates

Many items are available to PSI support customers for download from the PSI web site:

- Utilities.
- Service packs and technical updates.
- Customer-only information.

Email, Web and Fax Assistance

Easy-to-use online support is available when searching by product category or keyword right from the PSI web site.

Easy access to email support is available by visiting PSI's web site at www.proactivesys.com, choosing "Contact Us" and then selecting "Contact Technical Support." Please provide the information requested in the online form and send your questions to us. Questions can also be emailed directly to techsupport@proactivesys.com. You may also FAX your support questions to Technical Support at (952) 471-0875.

CD-ROM Replacement

Replacement CDs are provided free of charge for defective CDs, CDs damaged in shipment, and lost CDs.

Newsletters

Customers receive PSI Software's newsletter, which includes: industry news, helpful technical/cataloging tips, useful web sites and reference materials. Our newsletter also highlights the experiences of other educators.

Client Responsibilities

It is PSI's expectation that the customer will:

- Be responsible for backing up their system, performing routine system maintenance and keeping current with the latest anti-virus and PSI software releases.
- Attempt to resolve their problems with PSI software before placing a call to Technical Support. Detailed documentation is included in the searchable online User's Guide and from the PSI web site.
- Be trained on the use of PSI software. Options include self-tutoring using the online User's Guide, peer training, or PSI's formal training programs. The Technical Support help desk is not to be used in lieu of obtaining system training or for training replacement personnel.

Other PSI Services

PSI offers other fee-based services, not included in your technical support agreement, that are designed to assist customers and optimize PSI products:

- Data Services – conversions, enhancements, adjustments.
- Product Training – on-site or at regional locations.

Product Certification – we train you to provide first-level technical support for Follett Software products.

On-site installation services.

For details and pricing, visit the PSI web site at www.proactivesys.com or contact Customer Service at (952) 471-0875 (phone) or (952) 471-0893 (fax)