HID® InvoTech
Support Contact Information

Basic maintenance, support services, and supplies contact information

Support Contact Information	**Technical Support# USA:** +1 818-461-9800 press option 3 **Support Email:** support.invotech@hidglobal.com **Emergency (after hours) Support # USA:** +1 818-461-9800 press option 9
Scope of Services	***Basic Maintenance & Support Services:** • Full maintenance and technical support with InvoTech Systems software. • Basic trouble-shooting for all InvoTech-provided hardware. • Access to support via phone, email, or remote access. • 24/7 emergency support (the emergency support number can be contacted in case of an emergency after hours, weekends, and holidays). • Full access to all software updates and enhancements. *Please refer to the Support and Maintenance area of the Software License Agreement for further details.
Support Hours	***Regular Tech Support and Business Hours:** 8am to 5pm Monday to Friday, PST. *(the emergency support number can be contacted in case of an emergency after hours, weekends, and holidays). **International Customers:** Non-emergency support services can be provided after normal business hours if scheduled in advance. **Note:** *After-hours voice messages left for non-emergency tech support will be handled the following business day.*
Maintenance and Update Schedules	• Maintenance services will be provided as needed. • Application updates will be released periodically at the discretion of InvoTech.
Equipment and Supplies	**The following can be ordered during normal business hours via telephone, fax, or email:** • New items • Replacement items • Spare equipment • Consumables • General supplies **Equipment and Supplies Order Desk#:** 818-461-9800 press option 2 **Order Desk Email:** orders.invotech@hidglobal.com
Address	InvoTech, part of HID 21051 Warner Center Lane, Suite 120 Woodland Hills, CA 91367 +1 (800) 820-2111 www.invotech.com

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