

Support Contact Guide

This document provides instructions on how to contact AccuSpeech® for technical support, along with the information that must be provided. A ticket number will be provided to the email address that reported the issue.

01 AccuSpeech® Support Email Address

Support@AccuSpeech.com

02 Provide the Following:

- Your name
- Company name
- Email address
- Phone number
- Description of the issue
- Location
- Deployment environment
- Device type and model (e.g., Zebra TC52, Honeywell CK65)
- Connected WMS/ERP system (e.g., Manhattan, SAP, Oracle)
- Operating system version
- AccuSpeech® version
- Connected WMS/ERP system (e.g., Manhattan, SAP, Oracle)

03 Summary of the Problem:

- Attach logs or screenshots or error messages
- Steps to reproduce
- When the issue started
- Whether the issue is intermittent or constant
- Number of users/devices affected
- Recent changes to operating system, WMS/ERP, Wi-Fi, MDM, VPN,

04 Severity Status:

- Picking halted, reduced productivity, all systems down

NEED HELP?

Call **(949) 435-1001** during business hours. Extension 2 for technical support.

Use the phone number to follow up on the ticket previously submitted.

