

## 1

**Customer Support website for self-diagnostic**

Visit our Website dedicated to customer issues available 24/7:  
<https://support.amaxperteye.com>

Everybody can access online Troubleshooting articles available on our Help Desk for common XpertEye usage (no login necessary).

You will find our **two main categories**:



**Getting started**



**FAQ - Frequently Asked Questions**

**More advanced content** is available when you are **logged in**, such as:



**User manuals**



**Videos**



**Technical Documentation**

**Note:**

*A search bar is available on the Home page to help you with keyword research, etc.*

## 2

**Customer Support Team**

If you have not found your solution on our Customer Support website, you can contact our Support team from various locations.

**You can contact our Support team by phone or email:**

- **From Monday to Thursday** between 9AM – 12.30PM and 2PM – 6.00PM (UTC +01:00)
- **On Friday** between 9AM – 12.30PM and 2PM – 5.30PM (UTC +01:00)

EMEA & APAC

(+33) 2 55 59 09 22

✉ [support.emea@amaxperteye.com](mailto:support.emea@amaxperteye.com)

AMERICA

(+1) 617 440 7672

✉ [support.northamerica@amaxperteye.com](mailto:support.northamerica@amaxperteye.com)

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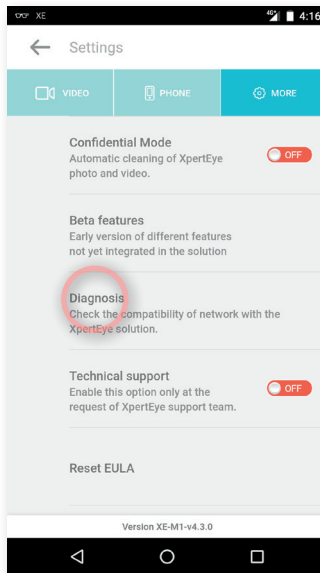
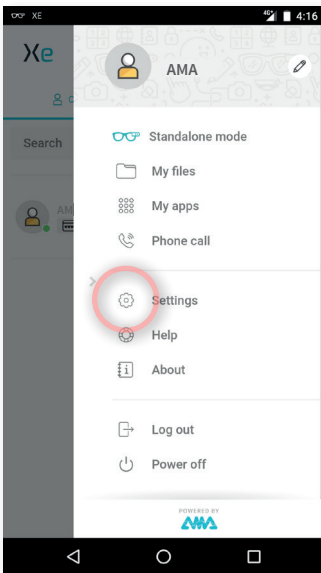
#### Note:

*You can find our customer support business card with our contact information in each XpertEye kit.*

When you send us an email, please provide us with the information below:

- company name - contact name - contact email - phone number
- brief description of the problem- with screenshots (if possible)
- current AMA Server Region

The Support team may ask you to launch the XpertEye diagnostic tool in some cases. The test is available in the XpertEye settings.



#### Note:

*Depending on the problem you may have, the Support team can ask you to enable a secure remote access to your smartphone. This option is not automatically enabled. Only the smartphone user can enable it.*

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