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

AMERICA
📞 (+1) 617 440 7672
✉ support.northamerica@amaxperteye.com

https://support.amaxperteye.com

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AMERICA
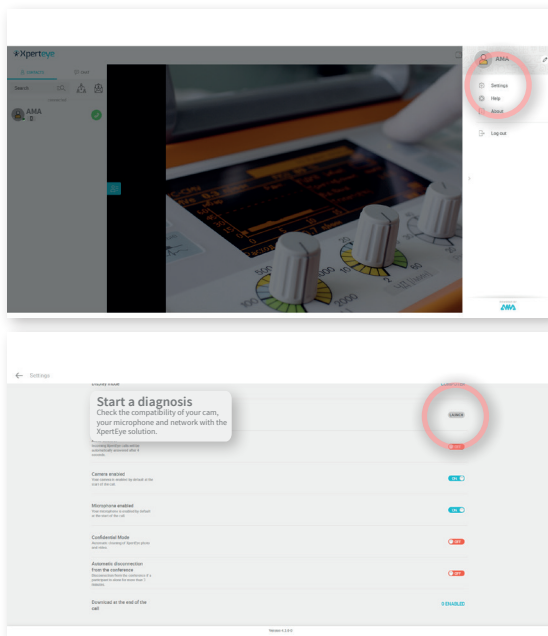📞 (+1) 617 440 7672
✉ support.northamerica@amaxperteye.com

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 XpertEye settings.

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