Contacting Tech Support

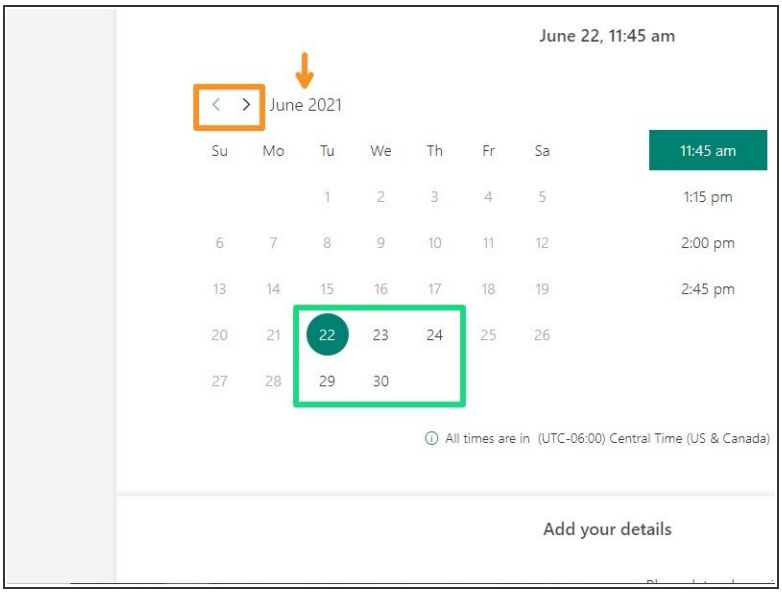
Written By: Eric Sutter

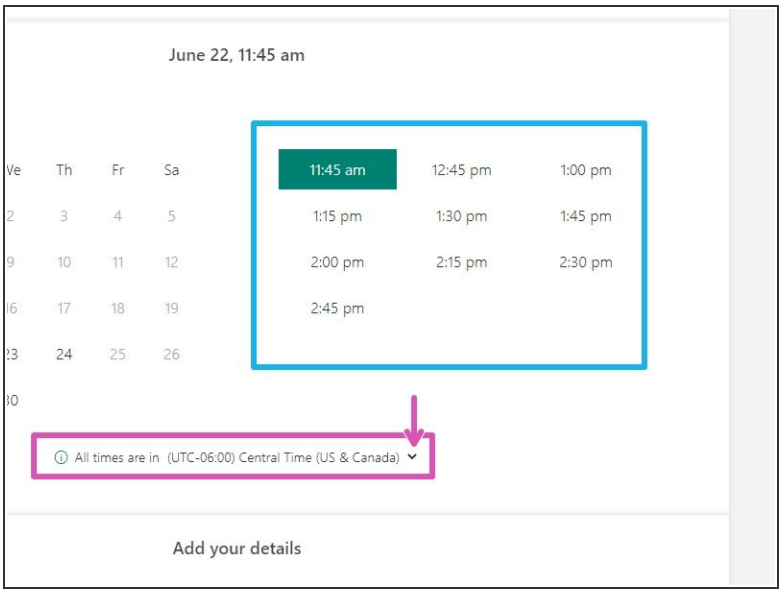
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INTRODUCTION

This guide is to aid you in reaching out to our tech support staff for any additional questions or help. To book an appointment, click HERE.

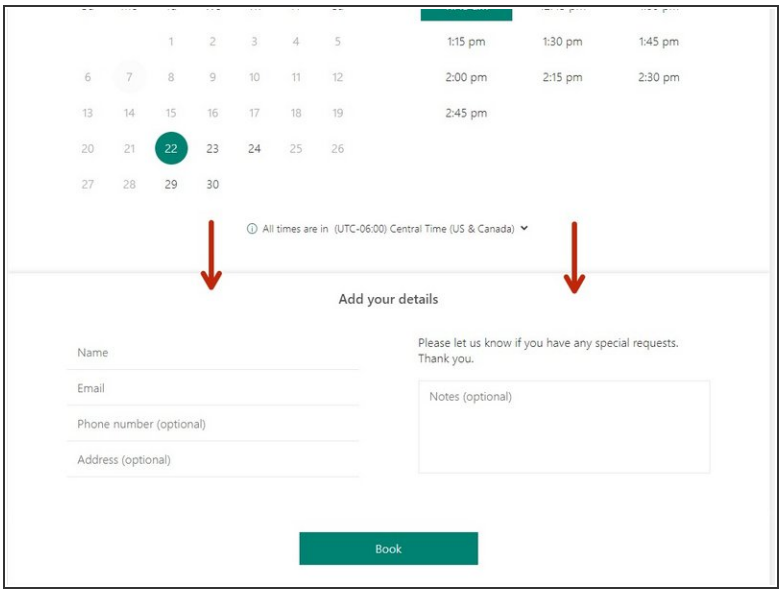
Step 1 — Choosing a Date & Time

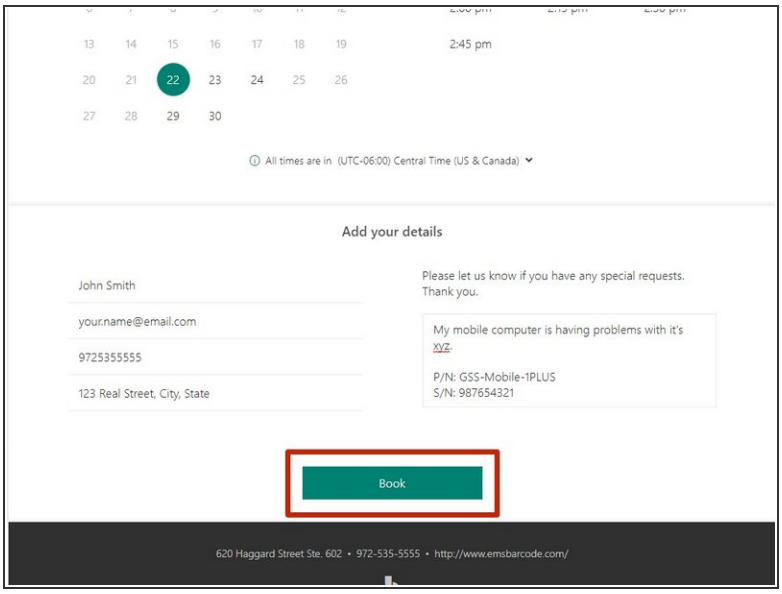




- Go to the EMS Tech Support Booking page HERE.
- Click on the arrows (shown in the orange box) to first choose a month (Shown by the orange arrow).
- Click on an available day of your chosen month you are free to book an tech support call (Shown by the green box).
  - Some days may be greyed out, this is because those days our unavailable for technical support.
- Select an available time on your chosen day for your tech support call (Shown by the blue box).
  - Confirm the correct time zone is being used to book your appointment (Shown by the purple box). If you need to change it, click the drop down arrow (Shown by the purple arrow) to find and select the correct time zone.

Step 2 — Adding Your Details





- Below the date and time of your appointment, there is a form to put in your details.
- Fill out all information accordingly.
  - ⓘ Your name and email are required but your phone and address are optional but will both help our tech support team aid you.
- To help streamline the Technical Support call, under "Notes," add the product you are contacting us about.
  - ⓘ We suggest having the Part Number and Serial Number in the notes for the appointment (if applicable).
- A completed booking is shown in Image 2.
- Complete the Booking by clicking 'Book' at the bottom of the page (Shown by the red box).