



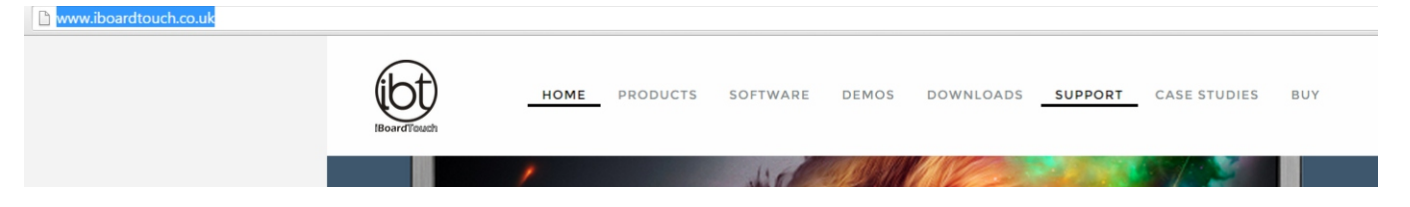
www.iBoardTouch.com

- meeting rooms
- classrooms
- lecture theatres
- digital signage
- video conferencing
- real time collaboration

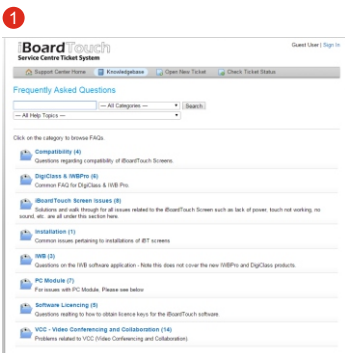
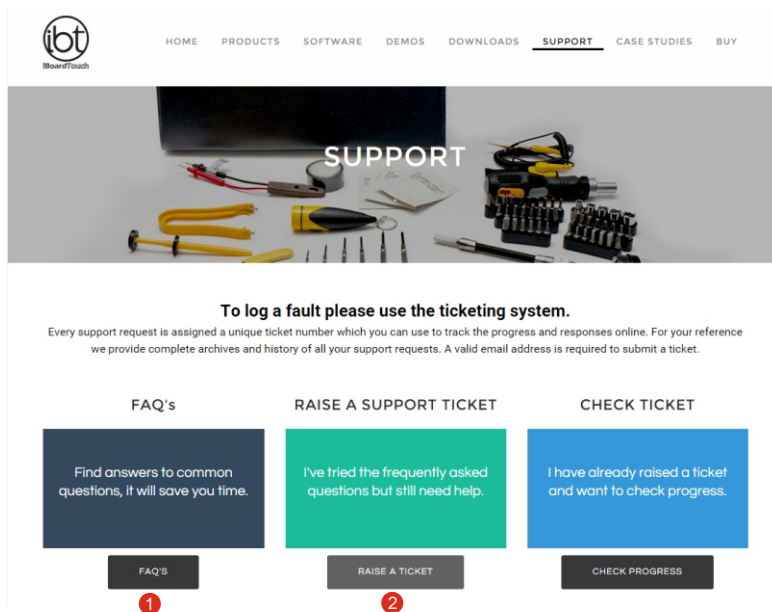
HOW TO RAISE A SUPPORT TICKET

[These instructions are available to download from the support page on the website](#)

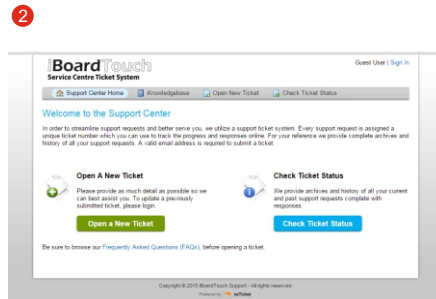
Go to iboardtouch.co.uk and click 'Support' on the top menu bar.



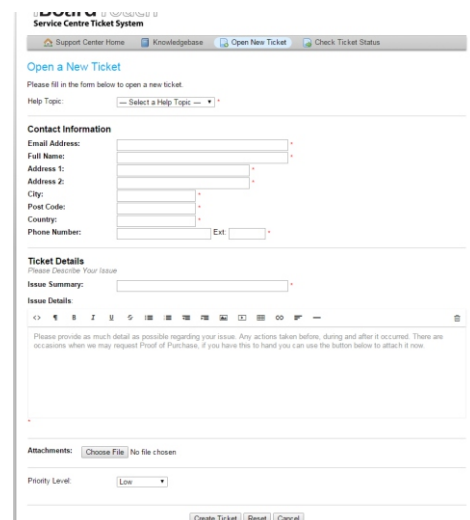
Click FAQ's and check if the problem you are experiencing has been covered in the trouble shooting section.



If the FAQ section does not assist you to resolve your query you should raise a support ticket.



When you click 'Open a New Ticket' you will be asked to provide as much detail as possible to ensure the engineer can process the ticket quickly.





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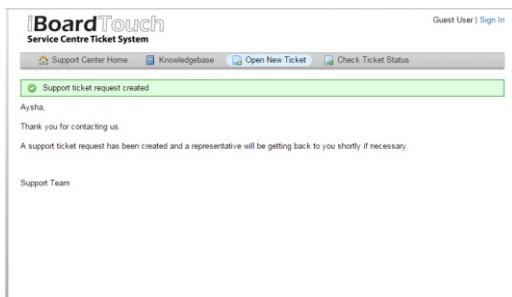
HOW TO RAISE A SUPPORT TICKET

You are advised to enter the **serial number of the product into the relevant field as failure to provide this information can delay a response.

You also have the option to add video recordings (of the fault).

If your product has a 3 hour response time warranty please select 'Emergency' from the Priority Level drop box that is at the bottom →

Once you have clicked 'Create Ticket' you will receive confirmation that a ticket has been created via the email address you provided, this will contain your ticket number (in the header of the email). Please do not respond to the confirmation email as this is a noreply email address.



An engineer will contact you either by telephone and/or update the ticket (depending on the fault and level of warranty cover). They may suggest some trouble shooting first by updating the ticket with instructions that they will then talk you through.

An engineer will usually contact you by telephone to arrange a time for an onsite visit; please ensure you enter a valid contact number. You can check the progress of your ticket by visiting iboardtouch.co.uk/support and clicking 'Check Progress'.

Please use the ticketing system to ensure that response times are met.