



HELP DESK



	Contact Path	Hours of Operation	Conditions
Phone	1-800 387.8898 (US/CA) 001 905 813.7998	Normal Business Hours 08:00 to 20:30 EST Mon-Fri	Live coverage
Phone	1-800 387.8898 (US/CA) 001 905 813.7998	Outside of Normal Business Hours	Requires a i-Serv 24/7 enabled Customer Site ID to access
Email	AHD.support@psion.com	08:00 to 20:30 EST Mon-Fri	Four Hour Response
Email	hd24@psion.com	Outside of Normal Business Hours	Next HD Business Day
Web	www.ingenuityworking.com	24/7	Next HD Business Day Via the Teknet application Information, RMAs, Ticket History



HELP DESK

ASIA PACIFIC



Contact Path	Hours of Operation	Conditions
Phone 001 905 813.7998	Normal Business Hours 08:00 to 20:30 EST Mon-Fri	Live coverage
Phone 001 905 812.6350	Outside of Normal Business Hours	Requires a i-Serv 24/7 enabled Customer Site ID to access
Email AHD.support@psion.com	08:00 to 20:30 EST Mon-Fri	Four Hour Response
Email hd24@psion.com	Outside of Normal Business Hours	Next HD Business Day
Web www.ingenuityworking.com	24/7	Next HD Business Day Via the Teknet application Information, RMAs, Ticket History

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HELP DESK

EUROPE,
MIDDLE EAST &
AFRICA



Country	Contact Path	Hours of Operation	Conditions
	Phone 0 703 000 19	Normal Business Hours 09 - 18 CET Mon - Thu 09 - 17 CET Fri	Live coverage
	Phone 0 703 000 19	Outside of Normal Business Hours	Requires a i-Serv 24/7 enabled Customer Site ID to access
BELGIUM			
	Email support.belgium@psion.com	09 - 18 CET Mon - Thu 09 - 17 CET Fri	Four Hour Response
	Email hd24@psion.com	Outside of Normal Business Hours	Next HD Business Day
	Web www.ingenuityworking.com	24/7	Next HD Business Day Via the Teknet application Information, RMAs, Ticket

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EUROPE,
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Country	Contact Path	Hours of Operation	Conditions
	Phone 701 01 606	Normal Business Hours 08 - 18 CET Mon - Thu 08 - 17 CET Fri	Live coverage
DENMARK (including NORWAY, FINLAND) 	Phone 701 01 606	Outside of Normal Business Hours	Requires a i-Serv 24/7 enabled Customer Site ID to access
	Email support.denmark@psion.com	08 - 18 CET Mon - Thu 08 - 17 CET Fri	Four Hour Response
	Email hd24@psion.com	Outside of Normal Business Hours	Next HD Business Day
	Web www.ingenuityworking.com	24/7	Next HD Business Day Via the Teknet application Information, RMAs, Ticket

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Country	Contact Path	Hours of Operation	Conditions
FRANCE 	Phone 0 825 077 466	Normal Business Hours 09 - 18 CET Mon - Thu 09 - 17 CET Fri	Live coverage
	Phone 0 825 077 466	Outside of Normal Business Hours	Requires a i-Serv 24/7 enabled Customer Site ID to access
	Email support.france@psion.com	09 - 18 CET Mon - Thu 09 - 17 CET Fri	Four Hour Response
	Email hd24@psion.com	Outside of Normal Business Hours	Next HD Business Day
	Web www.ingenuityworking.com	24/7	Next HD Business Day Via the Teknet application Information, RMAs, Ticket

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Country

Contact Path

Hours of Operation

Conditions

GERMANY



Phone	+49 2154 9282 33	Normal Business Hours 08 - 17 CET Mon - Fri	Live coverage
Phone	+49 2154 9282 33	Outside of Normal Business Hours	Requires a i-Serv 24/7 enabled Customer Site ID to access
Email	support.germany@psion.com	08 - 17 CET Mon - Fri	Four Hour Response
Email	hd24@psion.com	Outside of Normal Business Hours	Next HD Business Day
Web	www.ingenuityworking.com	24/7	Next HD Business Day Via the Teknet application Information, RMAs, Ticket History

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Country	Contact Path	Hours of Operation	Conditions
	Phone 848 350 009	Normal Business Hours 09 - 18 CET Mon - Thu 09 - 17 CET Fri	Live coverage
	Phone 848 350 009	Outside of Normal Business Hours	Requires a i-Serv 24/7 enabled Customer Site ID to access
ITALY			
	Email support.italy@psion.com	09 - 18 CET Mon - Thu 09 - 17 CET Fri	Four Hour Response
	Email hd24@psion.com	Outside of Normal Business Hours	Next HD Business Day
	Web www.ingenuityworking.com	24/7	Next HD Business Day Via the Teknet application Information, RMAs, Ticket

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Country	Contact Path	Hours of Operation	Conditions
LUXEMBURG	Phone 800 40 003	Normal Business Hours 09 - 18 CET Mon - Thu 09 - 17 CET Fri	Live coverage
	Phone 800 40 003	Outside of Normal Business Hours	Requires a i-Serv 24/7 enabled Customer Site ID to access
	 Email support.luxemburg@psion.com	09 - 18 CET Mon - Thu 09 - 17 CET Fri	Four Hour Response
	Email hd24@psion.com	Outside of Normal Business Hours	Next HD Business Day
	Web www.ingenuityworking.com	24/7	Next HD Business Day Via the Teknet application Information, RMAs, Ticket

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Country	Contact Path	Hours of Operation	Conditions
	Phone 0 900 202 2924	Normal Business Hours 09 - 18 CET Mon - Thu 09 - 17 CET Fri	Live coverage
	Phone 0 900 202 2924	Outside of Normal Business Hours	Requires a i-Serv 24/7 enabled Customer Site ID to access
NETHERLANDS			
	Email support.netherlands@psion.com	09-18 CET Mon - Thu 09-17 CET Fri	Four Hour Response
	Email hd24@psion.com	Outside of Normal Business Hours	Next HD Business Day
	Web www.ingenuityworking.com	24/7	Next HD Business Day Via the Teknet application Information, RMAs, Ticket

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Country	Contact Path	Hours of Operation	Conditions
PORTUGAL	Phone 808 202 617	Normal Business Hours 09 - 18 CET Mon - Thu 09 - 17 CET Fri	Live coverage
	Phone 808 202 617	Outside of Normal Business Hours	Requires a i-Serv 24/7 enabled Customer Site ID to access
	 Email support.portugal@psion.com	09-18 CET Mon - Thu 09-17 CET Fri	Four Hour Response
	Email hd24@psion.com	Outside of Normal Business Hours	Next HD Business Day
	Web www.ingenuityworking.com	24/7	Next HD Business Day Via the Teknet application Information, RMAs, Ticket

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Country	Contact Path	Hours of Operation	Conditions
SPAIN 	Phone 902 014 869	Normal Business Hours 09 - 18 CET Mon - Thu 09 - 17 CET Fri	Live coverage
	Phone 902 014 869	Outside of Normal Business Hours	Requires a i-Serv 24/7 enabled Customer Site ID to access
	Email support.spain@psion.com	09 - 18 CET Mon - Thu 09 - 17 CET Fri	Four Hour Response
	Email hd24@psion.com	Outside of Normal Business Hours	Next HD Business Day
	Web www.ingenuityworking.com	24/7	Next HD Business Day Via the Teknet application Information, RMAs, Ticket

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Country	Contact Path	Hours of Operation	Conditions
	Phone 077 120 0130	Normal Business Hours 08 - 18 CET Mon - Thu 08 - 17 CET Fri	Live coverage
	Phone 077 120 0130	Outside of Normal Business Hours	Requires a i-Serv 24/7 enabled Customer Site ID to access
SWEDEN			
	Email support.sweden@psion.com	08 - 18 CET Mon - Thu 08 - 17 CET Fri	Four Hour Response
	Email hd24@psion.com	Outside of Normal Business Hours	Next HD Business Day
	Web www.ingenuityworking.com	24/7	Next HD Business Day Via the Teknet application Information, RMAs, Ticket

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Country	Contact Path	Hours of Operation	Conditions
	Phone 0 848 000 330	Normal Business Hours 09 - 18 CET Mon - Thu 09 - 17 CET Fri	Live coverage
	Phone 0 848 000 330	Outside of Normal Business Hours	Requires a i-Serv 24/7 enabled Customer Site ID to access
SWITZERLAND			
	Email support.switzerland@psion.com	09 - 18 CET Mon - Thu 09 - 17 CET Fri	Four Hour Response
	Email hd24@psion.com	Outside of Normal Business Hours	Next HD Business Day
	Web www.ingenuityworking.com	24/7	Next HD Business Day Via the Teknet application Information, RMAs, Ticket

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Country	Contact Path	Hours of Operation	Conditions
UNITED KINGDOM 	Phone 0 870 026 6371	Normal Business Hours 09 - 18 CET Mon - Fri	Live coverage
	Phone 0 870 026 6371	Outside of Normal Business Hours	Requires a i-Serv 24/7 enabled Customer Site ID to access
	Email support.uk@psion.com	09 - 18 CET Mon - Fri	Four Hour Response
	Email hd24@psion.com	Outside of Normal Business Hours	Next HD Business Day
	Web www.ingenuityworking.com	24/7	Next HD Business Day Via the Teknet application Information, RMAs, Ticket

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	Phone	+33 442 50 74 85	Normal Business Hours 09 - 18 CET Mon - Thu 09 - 17 CET Fri	Live coverage
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	Phone	+33 442 50 74 85	Outside of Normal Business Hours	Requires a i-Serv 24/7 enabled Customer Site ID to access
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MEAN



	Email	support.mean@psion.com	09 - 18 CET Mon - Thu 09 - 17 CET Fri	Four Hour Response
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	Email	hd24@psion.com	Outside of Normal Business Hours	Next HD Business Day
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	Web	www.ingenuityworking.com	24/7	Next HD Business Day Via the Teknet application Information, RMAs, Ticket
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