



HELP DESK

AMERICAS

Contact Path	Hours of Operation	Conditions
Phone 1-800 387.8898 (US/CA) 001 905 813.7998	Normal Business Hours 08:00 to 00:00 EST Mon-Fri 09:00 to 17:00 EST Sat	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 ptxcustomer.support@psionteklogix.com	08:00 to 00:00 EST Mon-Fri 09:00 to 17:00 EST Sat	Four Hour Response
Email hd24@psionteklogix.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 00:00 EST Mon-Fri 09:00 to 17:00 EST Sat	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 ptxcustomer.support@psionteklogix.com	08:00 to 00:00 EST Mon-Fri 09:00 to 17:00 EST Sat	Four Hour Response
Email hd24@psionteklogix.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



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
	Email support.belgium@psionteklogix.com	09 - 18 CET Mon - Thu 09 - 17 CET Fri	Four Hour Response
	Email hd24@psionteklogix.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



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
Phone	701 01 606	Outside of Normal Business Hours	Requires a i-Serv 24/7 enabled Customer Site ID to access
Email	support.denmark@psionteklogix.com	08 - 18 CET Mon - Thu 08 - 17 CET Fri	Four Hour Response
Email	hd24@psionteklogix.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



Country

Contact Path

Hours of Operation

Conditions



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@psionteklogix.com	09 - 18 CET Mon - Thu 09 - 17 CET Fri	Four Hour Response
Email	hd24@psionteklogix.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



Country

Contact Path

Hours of Operation

Conditions



Country	Contact Path	Hours of Operation	Conditions
	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@psionteklogix.com	08 - 17 CET Mon - Fri	Four Hour Response
	Email hd24@psionteklogix.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



Country	Contact Path	Hours of Operation	Conditions
 ITALY	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
	Email support.italy@psionteklogix.com	09 - 18 CET Mon - Thu 09 - 17 CET Fri	Four Hour Response
	Email hd24@psionteklogix.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



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@psionteklogix.com	09 - 18 CET Mon - Thu 09 - 17 CET Fri	Four Hour Response
	Email hd24@psionteklogix.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



Country	Contact Path	Hours of Operation	Conditions
 NETHERLANDS	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
	Email support.netherlands@psionteklogix.com	09-18 CET Mon - Thu 09-17 CET Fri	Four Hour Response
	Email hd24@psionteklogix.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



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@psionteklogix.com	09-18 CET Mon - Thu 09-17 CET Fri	Four Hour Response
	Email hd24@psionteklogix.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



Country	Contact Path	Hours of Operation	Conditions
 SPAIN	Phone 902 014 869	Normal Business Hours 08-17 CET Mon – 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@psionteklogix.com	08-17 CET Mon – Fri	Four Hour Response
	Email hd24@psionteklogix.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



Country

Contact Path

Hours of Operation

Conditions



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
	Email support.sweden@psionteklogix.com	08 - 18 CET Mon - Thu 08 - 17 CET Fri	Four Hour Response
	Email hd24@psionteklogix.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



Country	Contact Path	Hours of Operation	Conditions
 SWITZERLAND	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
	Email support.switzerland@psionteklogix.com	09 - 18 CET Mon - Thu 09 - 17 CET Fri	Four Hour Response
	Email hd24@psionteklogix.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



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@psionteklogix.com	09 - 18 CET Mon - Fri	Four Hour Response
	Email hd24@psionteklogix.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



Country	Contact Path	Hours of Operation	Conditions
MEAN	Phone +33 442 50 74 85	Normal Business Hours 09 - 18 CET Mon - Thu 09 - 17 CET Fri	Live coverage
	Phone +33 442 50 74 85	Outside of Normal Business Hours	Requires a i-Serv 24/7 enabled Customer Site ID to access
	Email support.mean@psionteklogix.com	09 - 18 CET Mon - Thu 09 - 17 CET Fri	Four Hour Response
	Email hd24@psionteklogix.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