



PrintSmith CustomerAssist

Your PrintSmith Technical Service & Support Options

Help has Arrived!

Your CustomerAssist program offers complimentary and fee-based support options with every PrintSmith product you purchase and is designed to help you with all PrintSmith related support issues. Through CustomerAssist, PrintSmith's service and support division offers all PrintSmith users a choice of annual support plans that include software updates, internet communications and person-to-person telephone support options. This flexible program will give you the kind of service and support your business requires. Once you read and understand the various options offered, call your PrintSmith representative to sign up for your annual agreement.

To sign up call:

800-426-4963

or (480) 538-5800 and ask for sales

All maintenance agreements must be renewed at the same time. All prices are subject to change without notice. All prices are quoted in U.S. dollars. We reserve the right to cancel any training event without notice.



PrintSmith CustomerAssist

Complimentary Assistance

Direct Assist

An initial purchase of a PrintSmith Management System includes 180 days of DirectAssist support from the time of purchase. See the following page for a complete description of your DirectAssist support license features.

Status Bar

This feature opens the first time you start PrintSmith and remains open unless you choose to close the status bar. With the bar displayed, pointing to an area of interest within the PrintSmith program displays “help” text in the status panel.

On-line Documentation

All PrintSmith documentation is available in PDF file format for viewing with Acrobat Reader 4.0 and newer versions. Clicking on the Help button located on the status bar opens your gateway to all PrintSmith documentation and the printsmith.com web site.

Toll-Free Phone Plans

Person-to-person support through PrintSmith’s toll-free phone numbers available with an annual support license. The PrintSmith program ships with on-line help assist features.

Direct Assist

(Included for 180 days with initial PrintSmith software purchase)

- Unlimited toll-free calls. (U.S. and Canada only). Available from 7am–5pm MST Mon.–Fri. excluding normal holidays
- Unlimited phone support for international customers dialing the direct line (480) 538-5800. 7am–5pm MST Mon.–Fri. excluding normal holidays
- Response within 4 hours of call during normal business hours. Typical response time is generally less than 1 hour
- Internet/Email during business hours. 24 hour response time during regular service hours
- Search the on-line knowledge base by key word to locate answers to frequently asked questions
- Free access to all software updates for the term of your agreement through the PrintSmith Web site (www.printsmith.com)
- \$15.95** charge for all software updates requested to be shipped to your location
- Access to the PrintSmith Web site secure support area

Priority Assist

- Unlimited, toll-free “Priority” calls (U.S. and Canada only) from 8am–4pm MST Mon.–Fri. excluding normal holidays
- Unlimited “Priority” phone support for international customers dialing the direct line (480) 538-5800 8am–4pm MST Mon.–Fri. excluding holidays
- Guaranteed phone response when calling during regular support service hours
- Internet/Email support response time within 24 hours
- Search the on-line knowledge base by key word to locate answers to frequently asked questions
- Free access to all software updates for the term of your agreement through the PrintSmith Web site (www.printsmith.com)
- \$15.95** charge for all software updates requested to be shipped to your location
- Access to the PrintSmith website secured support area



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Pay-Per-Call Plans

Incident Assist

This option is for customers who have let their maintenance expire. IncidentAssist users will be placed in the service queue for “one-call” assistance. The cost per call during normal business hours is \$180 per hour with a minimum of \$90, and billed directly to the caller’s major credit card.

Emergency Assist

This option is suggested for customers who who need assistance after normal business hours. Emergency Assist users will be placed in the service queue for “one-call” assistance. The cost per call after normal business hours is \$180 per hour with a minimum of \$90, and billed directly to the caller’s major credit card. Non maintenance customers will pay \$270 per hour with a minimum of \$135.

** Normal shipping via UPS ground.

PrintSmith Training Options

PrintSmith offers three comprehensive training programs to PrintSmith users. The PrintSmith University Campus Workshops, the PrintSmith User Group Conferences and On-site Training are each designed to meet your specific training needs.

2 Day Advanced Training Campus Workshops

If you’re looking for training in a smaller classroom style setting, look no further than a PrintSmith University Campus Workshop. This is up-close and personal, hands-on training. And since the workshop is designed for a small class, you’ll be certain to get all of your questions answered that day. Come alone or bring your staff and get trained by a PrintSmith University instructor, you’ll be glad you did!

What You’ll Learn

Setting Up (Day 1)

In this class you will learn how to set up your PrintSmith system for everyday use. Your PrintSmith University instructor will walk you through a comprehensive training course designed to teach you how to go “live” and how to use PrintSmith on a day-to-day basis. You’ll get valuable answers on these issues:

- Target pricing
- Press definitions
- Customer Accounts
- System defaults
- Prepress charges
- Work-In-Progress
- Stock definitions
- Bindery charges
- Going Live

Using PrintSmith (Day 2)

In this session you’ll discover how to use PrintSmith to effectively manage your business each and every day. You will be guided through a comprehensive demonstration highlighting all the powerful features found in PrintSmith like: Job Costing, Bar Code Job Tracking and Prospecting. This session includes valuable information on issues like:

- How to produce multiple quantity quotes
- Pricing complex multi part jobs
- Generating Job Tickets and ordering stock
- Closeouts (the do’s and the don’ts)
- PrintSmith shortcuts
- Backing up!
- And much more!



PrintSmith CustomerAssist

Call your PrintSmith representative for pricing and schedules: (800) 426-4963 or (480) 538-5800. Campus workshops are scheduled the second Friday and Saturday of each month (we reserve the right to cancel Campus workshops).

EFI Connect User Group Conference

Each year EFI conducts a user group conference. At the conference you will get the opportunity see the up and coming features to PrintSmith, take multiple classes in how to better use PrintSmith, talk to other users and the development team, and work one on one with a PrintSmith staff member to answer your PrintSmith questions. You will also have the opportunity to see the other EFI products that can help you run your business more efficiently.

On Site Training

If you would rather have someone come to you and help you set up the program, we offer on site training. With on site training, you decide how we can best help you get the most out of PrintSmith. Depending on how many days you desire, we can set up your system to your specifications, train you and your staff the finer points of using PrintSmith, or just help you make adjustments to your existing data to get the most out of PrintSmith.

Using Internet Assistance

Prior to contacting PrintSmith's secure web site service area or before calling the toll free phone number associated with your support agreement, take the following steps:

1. Make sure your hardware meets the minimum system requirements listed in your PrintSmith Installation Guide.
2. Check that all your hardware and peripherals are set up correctly and that all cable connections are secure.
3. Consult your on-line documentation and PrintSmith manuals, they should answer most of your questions.
4. Read the release notes if any, shipped with your copy of PrintSmith.
5. Have the product name, version, serial number, system software version, and a complete list of your hardware on hand. (this information can be found in the "About PrintSmith" window located under the Help menu on Windows computers and under the Apple menu on Macintosh computers).
6. Have the exact error message, if any, a copy of your event log, and the steps to recreate the problem.

Once you have the above information, log on to the PrintSmith Web site at <http://www.printsmith.com>. When the PrintSmith homepage comes up on your screen, click on the "Customers" button. If you have not yet registered, you will have to register in order to receive a user name and password. Once you type your user name and password in the appropriate box, you will have access to PrintSmith's support area. The PrintSmith support area now has a search feature which allows you to find site wide information by keyword searches. Using Internet Assistance www.printsmith.com



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Terms and Conditions

FOR MORE INFORMATION,
CONTACT

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www.efi.com

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