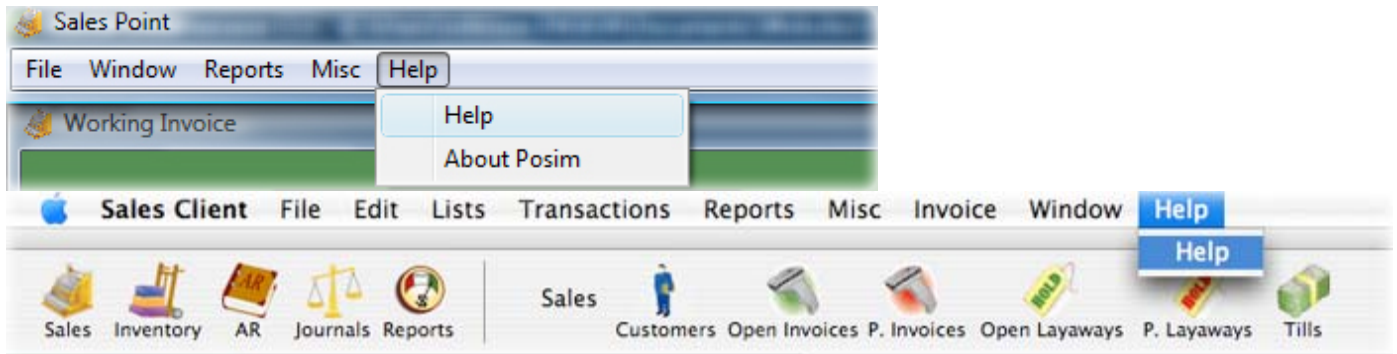


## Support Tech Notes On The Web

POS•IM provides dozens of free tech tips online. Simply visit [posim.com/support](http://posim.com/support), select Mac or Windows and begin searching the tech tips. There are dozens of tech tips made available that could help answer any questions you might have.

## Help Manual

A commonly overlooked feature built into POS•IM is the Help Manual. The Help Manual has information on just about everything when it comes to POS•IM. It can come in quite handy when you want to learn or better your knowledge about all things POS•IM.



With the new releases of POS•IM in both Mac and Windows configurations, there have been numerous questions regarding the Support Contracts and what each level provides. With the new addition of “LIVE CHAT,” it’s probably time to refresh your information concerning POS•IM Support.

## POS•IM Technical Support Options

<b>Benefits:</b>	<b>Platinum Support</b>	<b>Gold Support</b>
Enhancement Updates	Free - Automatic as released	Free - Automatic as released
Telephone POS•IM Support Incidents	Unlimited	6 Incidents
Chat E-Mail/Fax POS•IM Support Incidents	Unlimited	6 Incidents
After Hours Calls	3 Free/then discounted	Discounted
Virtual Screen Sharing (Remote VNC)	Free Software - Free Access	Free Software - \$50 Access
<b>Prices</b>	30% of POS•IM List Price	20% of POS•IM List Price