

# SOFTWARE SUPPORT CALL PROCEDURES

*Pearson NCS software products typically include one year of support. Software support begins on the date of shipment and is available M-F, 8:00 A.M. to 5:00 P.M.*



## *For Assistance, Follow These Five Steps:*



1. Record the sequence of steps leading to the problem.
2. Record the text of all error messages.
3. Have your software serial number available.
4. Be available at the scanning system.
5. Call Customer Support at 800-338-5544.

## *Here Are Some of the Benefits You Get:*

- Rapid access to answers regarding software questions
- Problem resolution
- Fixed, budgetable costs
- Product updates

You should never be without support, so renew yearly to ensure you receive software product updates. Renew by calling: 800-336-3426. *(Re-initiation fees apply when support is not maintained continuously.)*

*Keep this sheet near your scanner, where it will be handy. Services are subject to change.*

**In addition to software support, contact us at 800-338-5544 or [www.support.PearsonNCS.com](http://www.support.PearsonNCS.com), and ask us how these services can benefit your organization.**

Scanning Application Programming	Pearson NCS Training Classes	Quick Start
<p>Pearson NCS Application Programming Services provide these benefits:</p> <ul style="list-style-type: none"> <li>• Quick implementation without having to train your programming staff</li> <li>• Pearson NCS expertise from years of experience are applied to your application</li> </ul> <p>Here are some typical applications:</p> <ul style="list-style-type: none"> <li>• Test Scoring</li> <li>• Surveys</li> <li>• Employee Skills Questionnaires</li> <li>• Inventory</li> <li>• Student Needs Assessments Forms</li> <li>• Health Histories</li> <li>• Psychological Assessments</li> <li>• Asset Location/Transfer Reports</li> <li>• Damage Information Reports</li> </ul>	<p>Pearson NCS product training provides many benefits including:</p> <ul style="list-style-type: none"> <li>• Increased productivity</li> <li>• Enhanced application effectiveness</li> <li>• Reduced errors</li> <li>• Increased employee satisfaction</li> </ul> <p>Classes are offered at Pearson NCS Regional Resource Centers, online, and selected courses are taught at your site. We invite you to visit our Training Center at <a href="http://www.training.pearsonnncs.com">www.training.pearsonnncs.com</a>. You will be able to view the courses offered, the schedules and locations and register online. If you have questions, please contact the Training Coordinator at 800-336-3426 ext. 6123 for assistance.</p>	<p>Consider on-site assistance from Pearson NCS product experts to help you begin using your Pearson NCS software. Using our product experience, we will help you quickly become familiar with the use of the product for your application.</p> <p>You benefit by effective data collection and informative data reporting with less time investment on your part.</p>



1313 Lone Oak Road, Eagan, MN 55121  
Telephone: 800-338-5544  
[www.PearsonNCS.com](http://www.PearsonNCS.com)