



Incident Based Support (IBS) Program

Free Web-Based Support

Océ's Software Support Center offers a web site that provides an excellent free resource to customers, or when assistance is needed outside normal business hours. Océ's Online Knowledgebase allows customers to quickly search and find answers to questions online, 24 hours a day, 7 days a week. Customers also have access to browse product downloads for up-to-date documentation, drivers, software utilities and upgrades. Customers can also subscribe to the Software Support Monthly Newsletter to receive regular updates on what's been recently added to our support web site. More information about Océ's support programs is available at:

www.oceusa.com → ***Support and Downloads*** → **[Software Support](#)**

Help Desk Services

Océ Help Desk Services are provided on a "per Incident" basis, and can be purchased as an individual incident or in convenient 5, 10, 25, and 50 incident call packs, allowing the customer to scale their support to their needs. Océ Help Desk Services can be used for a Software Support Call, as well as on-site support from an Océ System Consultant, Océ System Support Engineer, or for any Customer Education program from an Océ Customer Training Representative. Océ provides support for the current range of Océ products, addressing any questions the customer may have in the use of their Océ products or software.

Océ Help Desk Services are now included with hardware/software maintenance contracts for new participating Océ systems released after December 1, 2005. These incidents will allow the customer to call the Océ Software Support Center and not worry if they have not purchased Océ Help Desk Services. Each Océ system in the program will have 2 Océ Help Desk Incidents included as part of a new hardware or software maintenance contract.

Support ID

To purchase Océ IBS Help Desk Services, customers must first register with the Software Support Center and be assigned a Support ID number.

The [Support ID Registration Form](#) (PDF) must be completed and faxed back using the instructions listed on the form. An Océ Representative will process the application and contact the customer to give them their Support ID.

Online Knowledgebase

In order to access the Online Knowledgebase, users simply need to visit (www.oceusa.com) and access the Knowledgebase by clicking on one of the entry banners.

A link to the Knowledgebase will always be on the [Software Support home page](#).

Contacting the SSC

Phone.....1-800-662-2966, Option 2.
Hours: Monday through Friday, 7 a.m. to 7 p.m. Central Time.
Messages received after 7 p.m. will be responded to the following business day.
Canadian customers please call 1-888-459-5542 for Software Support.

E-Mail Support

E-Mail Support is available for Océ North America customers by visiting the Software Support Center [web site](#) and following the directions provided there.

IBS Documentation & Forms

[Software Support Guidelines](#) (PDF)
[Incident Pack Order Form](#) (PDF, 199KB)
[Support ID Registration Form](#) (PDF)
[Internet Web Page](#)

Customer Training Services

Océ offers a full range of standard and customizable training programs that cover the features, functionality and operation of your Océ software and hardware products. Océ Customer Training Representatives (CTR's) offer on-site training for end users, system administrators, or other specific groups within your organization. Trainers focus on providing comprehensive product training, coupled with hands-on exercises to help users practice their skills.

For Further Information please call: 1-800-877-6232, x4844.

More detailed course information is provided on our web site at:

www.oceusa.com → **Support and Downloads** → [Training](#)

Online Meter Read Entry Program

Océ's Customer Service Online offers the convenience of online meter reading. Now you can report your meter readings for your Océ printers and copiers effortlessly via the Internet. No more postcards to keep track of or mail back. No more faxes, addresses or dates to remember. Océ will even remind you by e-mail when a reading is coming due. This convenient and user-friendly Meter Read System is available immediately for your use. Each month, just collect the meter readings the way you usually do and log on to your personal, secure web page.

Some of the benefits you can look forward to are:

- Online information about your previously submitted readings
- Increased invoice accuracy
- Friendly reminders via e-mail each month
- No cards or faxes to track and send in
- Easy to use, secure web site

To access the secure web page go to www.oceusa.com/meter2 and follow a **3-step process** to establish an account for your meter reads:

Step 1: Complete the online registration form. Please enter the Océ customer number printed on your meter read cards. If you are responsible for submitting the meter readings for multiple devices, please check the cards for each machine because you may have more than one customer number. Enter all your customer numbers in the box, separated by commas. If you don't have meter read cards or your customer number handy, please call 800-877-6232 x 4556 and an Océ representative will gladly assist you.

Click submit/proceed.

Step 2: Océ will set up an account for you within our Online Meter Read System. We will send you an email when your account is ready for use. That email will include complete instructions on how to access your account and how to enter your meter reads.

Step 3: Each month Océ will send you an email notifying you that your meter reads may be entered into your account. The entry period is generally 3 days before through 5 days after a month end.



Océ North America, Inc.
Océ Wide Format Printing Systems
5450 North Cumberland Avenue
Chicago, Illinois 60656
www.oceusa.com

Océ North America, Inc.
Océ Digital Document Systems
5600 Broken Sound Boulevard
Boca Raton, FL 33487
www.oceusa.com