IDentiphoto®
Specialists in IDentification

Technical Support Request

We are sorry you are experiencing issues. In order to serve you best, please complete all information requested below as well as include any additional details you believe would be helpful in troubleshooting your issue(s).

Upon receipt of your completed form, one of our knowledgeable technicians will contact you by the next business day.

CONTACT INFORMATION

*Contact Full Name: _____

*Company Name: _____

*Email: _____

*Telephone No: _____

Fax Number: _____

_____

EQUIPMENT DETAILS

*Printer/Software/Hardware Model(s): _____   *Manufacturer(s): _____

*Serial Number(s): _____

* **Problem/Error Message

Driver Version: _____   Firmware Version: _____

Operating System: _____

*Required fields. **If available, email screen shot of error message(s) directly to customerservice@IDentiphoto.com and reference your company name.

Additional Information:

Urgency Level: Low   Medium   High

IDentiphoto®
Specialists in IDentification
1810 Joseph Lloyd Parkway ● Willoughby OH 44094 ● Web: www.IDentiphoto.biz ● www.IDentiphoto.com
Phone: (440) 306-9000 ● Toll Free: (800) 860-9111 ● Fax: (440) 306-9001 ● E-mail: sales@IDentiphoto.com