

Canvys TekLink® Online Support



- Tek-Chat (Online Chat)
- Search Knowledge Base Library
- Real-Time Email Updates
- Download Drivers And Manuals
- 24/7 Phone And Web Services



TekLink provides superior tech support via the 24/7 online and phone support and access to our visual technology experts.

We understand that visual technology poses challenges that go beyond acquiring the right solution.

TekLink is a web-based support system that allows you to request support, return authorizations, and many other features.

The aim of this program is to enable faster, more effective help via the **TekLink** website. The website supports both English and German languages.

Services



TekLink home page

FEATURES Internet And Phone Services

- No extra cost
- Resolve issues quickly
- Track status for every issue or incident
- Trace maintenance history
- Download updated drivers /software
- Access specifications, manuals and white papers
- Qualified Technical Specialist

What Else?

- 24/7 online web-based desk support for internal and external support operations.
- Tek-Chat enables representatives to interact with end users via chat which can minimize response-time for less complex incidents.
- TekLink-Remote is a real-time web-based remote control operated through the web browser (Internet Explorer only)
- Customers can get real time status of incidents by logging in or via email communications.
- Incident reports remain viewable for the life of the product.
- Updated drivers, manuals, specifications, whitepapers, and calibration software are downloadable at <http://teklink.canvys.com/german>
- Knowledge Base is searchable and can also be customized.

