

Technical Support Services

Thank you for purchasing your Olympus Digital Voice Recorder and/or Transcription Kit.

Prior to phoning or contacting us for Technical Support, we do ask that you take a few minutes to review this document as it provides a clear overview of our support services.

- **Our office hours are 9am to 5pm Monday to Friday - excluding public holidays.** If you are calling outside these hours, please leave a message on our answer phone and we will return your call just as soon as we can.
- **Please phone our Auckland Office on (09) 379 3074 or Freephone 0800 659 678**
As all support calls are logged on our database please do not call support staff on their mobile phone/s or by any other means. Our Auckland office staff are here to assist and will attend to your call appropriately.

Charges & Entitlements:

- Technical Support is available for goods which have been distributed in NZ by Dictation Distributors Ltd. We are not obligated to nor do we provide support services for goods which have been parallel imported or purchased overseas.
- When calling, please be in front of your PC and have the affected equipment with you. If there is a likelihood that the problem is network or server related, it would be wise to have a technical person on hand or at least contactable.

Please note on-site support should be covered by your IT Consultant. Should they require technical support or assistance on “our” product/s then please ask them to contact us.

- As your call will be logged, please have the following information available:- Your name, Company Name (if applicable), model and serial number of hardware and/or software details. You may also be asked to provide proof of purchase or details from whom you purchased the goods.
- The technical support we provide is for technical enquiries. Please do not frustrate our staff by seeking information which is covered in the product’s instruction manual.
- Our “Free of Charge” technical support does not extend to or cover installations or reinstalls over the phone.

Please contact your local IT Consultant or arrange for one of our Product Specialists to call when next in your area. Our IT charge out rate is \$120.00 per hour +gst.