

Overview of the StepOver GmbH Service and Support Offer

StepOver 1st Class Service & Support

Our products are characterised by the highest quality and lowest failure rates – simply “Made in Germany”

Since we are that convinced of the value of our products, StepOver offers you "real" support instead of impersonal telephone assistance. Our support offer is established in such a way that the demands of major customers and large companies can be fulfilled at all times. In addition to the highest support tools bandwidth of all manufacturers of handwritten e-signature products, we offer you e.g. direct support of in-house computer operators and developers.

The following service and support options are available to all StepOver clients:



F.A.Q.

Here, you will find the most frequently asked questions related to: our application software products, programming interfaces (APIs), hardware products, integration options, etc.



Support Assistant

The free StepOver Support Assistant will try to locate and solve any hardware and software problem by means of question/answer dialogues. Therefore, it can not only be used as self-help tool, but also as a perfect first level support instrument, e.g. for your first level support provider.



Netviewer – Remote administration tool

The Netviewer is a remote administration tool, which enables our support team to virtually access your computer and solve the problem efficiently like they were standing right next to you. The program contains a single file and does not require any installation. Naturally, access to your computer is only possible with your authorisation. The Netviewer does not require special port shares, therefore it can be rapidly implemented in the company network (provided Internet access is available).

Contact:

StepOver GmbH
Wollgrasweg 27
D-70599 Stuttgart
(Germany)
Tel.: 0700/StepOver

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Documentation on software products and programming interfaces (APIs)

Here you will find the most recent on-line documentation on our products and APIs. You can both read the documents on-line and download them. In addition to the official manuals and descriptions, you will also find information on the integration of our products.



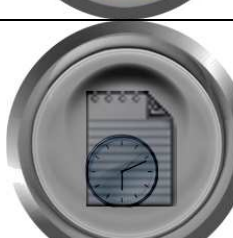
StepOver Information Network

The StepOver Information Network offers you a powerful communication platform with direct contact with our developers and personalised information on products and areas of your interest. Furthermore, you will obtain access to a large amount of detailed information and extended documentation. Membership is a free for clients and partners of StepOver.



Download Area

In the download area, you will find driver software and firmware updates. **As a member of the free StepOver Information Network**, you will also have access to example source codes and reference implementations (for programmers and developers), as well as unlimited access to all StepOver software products, which you can freely test and evaluate.



Version History

As a member of the free StepOver Information Network, you will have direct access to the version history database. At a glance you will learn which modifications, new functions, upgrades and extensions have been made available for your StepOver software products. This gives you the possibility to plan an upgrading migration to a new version and to look for modifications.



StepOver QS Database

As a member of the free StepOver Information Network, you will have direct access to the StepOver QS database. The StepOver QS Database enables you to consult the warranty period of the product by means of the serial number of your StepOver signature pad and to access the test results of the corresponding signature pad (each StepOver signature pad is subject to an individual quality test before delivery).



Manual Software Activation

The StepOver software products available for purchase must be activated online introducing the licence number. If the computer on which the software is installed does not have a direct Internet connection, you can also activate your StepOver software product manually from another PC with access to the Internet **(not required for company/institute licences)**.

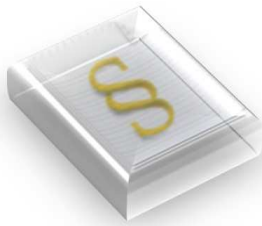
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In addition to the high variety of professional and free service and information tools, StepOver GmbH also offers tailor-made service products according to the client's needs:

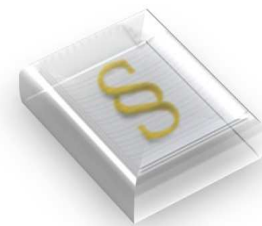
Software support contract



With the StepOver software support contract, you will always have the most recent version of your software products. The software support contract includes all software updates and upgrades (e.g. from version 3.x to version 4.x). This way, no additional update and upgrade costs are incurred and you will always have the latest version of your product, even beyond the warranty period.

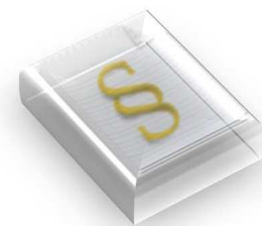
Note: by default, StepOver covers expired software versions up to one year after of launch of the follow-up release, i.e. until the end if the warranty period.

Software maintenance contract



Even the best support and the highest product quality can not entirely avoid that a software application does not always behave as expected in any possible combinations and integrations with other products. Both company integrations and interaction with remote applications sometimes cause difficulties that can not be solved without on-site assistance. The software maintenance contract includes free fault repair, debugging and, whenever needed, on-site assistance and defined response and repair intervals for the entire duration of the contract.

Hardware warranty extension



With their extremely low failure rates and high durability, the StepOver signature pads belong to the most reliable IT products available on the market. By default, our hardware products come with a two years warranty. However, if a longer use of the signature pads is intended, it can be useful to contract a warranty extension (up to 5 years), in order to obtain a long-term planning capability and to avoid any costs related to repairs, e.g. on account of administrative and bureaucratic expenses.

Legal notice:

The services described in this section merely outline the spirit of the individual contracts. The real services can vary according to the specific arrangement of the corresponding contracts with the clients. The applicable stipulations are those included in the corresponding contract.

All contracts mentioned above can only be concluded directly when the product is purchased.

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Information and Contact

If you are interested in our products, would like to receive more information or watch a live presentation of our software, we are at your service! You can reach us:

By telephone:

Telephone: **0700 StepOver** (€ 0.12 / min. from the German fixed network)

or

Outside of Germany: **+49 (0) 711 12026930**

By Fax and E-Mail:

Fax: **+49 (0) 711 12026931**

E-mail: info@stepover.de

Through the Internet:

www.StepOver.de

Technical support – Service and Support

Do you have any doubt or technical question regarding your StepOver products? Please visit our service website or contact us:

Telephone: **01805 – 004225** (0.14/Min. from the German fixed network)

E-mail: support@stepover.de

Legal notice

All product names mentioned above are protected trade marks of the respective proprietor. The text and images are protected by copyright. The content may not be copied, transferred or used in any other way without the prior written authorisation of StepOver GmbH.

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Modifications and errors excepted.
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