Customer Technical Support Reference Guide
Office Products

This document summarizes the contact information for technical support for Xerox and Business Innovation Partner products in Canada. Please use the information below depending on the product you require assistance with.

Equipment and Solutions Supported by Xerox

1-800-939-3769
For Xerox® Printers, Copiers and Multifunction Devices

- WorkCentre®
- Phasers®
- ColorQube®
- Document Centre®
- Secure Access

1-800-939-3769
For Software Solutions Supported by Xerox®

- DocuShare®
- Scan to PC Desktop®
- Xerox® Mobile Print
- DocuWorks®
- SMARTsend®
- CentreWare® Web
- eCopy ShareScan
- Equitrac Office & Express*
- Xerox ConnectKey® for SharePoint

1-800-648-0410
For Xerox® DocuMate® Scanners

www.xeroxscanners.com and choose "Support"

On-line Support

Xerox support: www.support.xerox.com
Customer tips: www.office.xerox.com/support/dctips/dctips.html
Security: www.xerox.com/security
SAP Solutions site: www.xeroxofficesapsolutions.com/index.cfm

Business Innovation Partners

The following products are supported by our Business Innovation Partners

Partner	Contact for Support
Barr	www.barrsystems.com and choose "Support" 352-491-3100
CDIT	support@cdit.com www.cdit.com/support 416-640-0706 (Press 4)
Equitrac Professional	www.equitrac.com and then choose "Support" 1-877-378-4872
NSI	www.nsius.com and choose "Support" support@nsius.com 240-233-2811
Nuance	www.nuance.com/support
Omtool	www.omtool.com/support 1-888-303-8098
Pcounter (A.N.D. Technologies)	www.pcounter.com/support support@andtechnologies.com 415-701-9222
PlanetPress (Objectiflune)	www.objectiflune.com and choose "Get technical support"
Remark OMR (Gravic)	www.gravic.com/remark/support/ 610-647-8595
Sagemcom	www.sagemcom.com and choose "Support" xmediusfax.support.americas@sagemcom.com 1-888-766-1668
ScanFlowStore (Nuance)	www.nuance.com/support/scanflowstore 781-565-4045 (Option 2)
Webernetic	support@webernetic.com 905-202-9488
YSoft SafeQ	helpdesk@ysoft.com 1-888-761-9977 (Option 3)

*Equitrac Professional is supported by Nuance directly. Please check Business Partners section.