

Support Contacts



User Support | Training

Please note that Image Instruments does not provide user support. You are welcome to submit user support questions via email. These will be answered or forwarded to training partners depending on available capacity. For online or in-practice support, please contact our teaching partners directly. Please note that these facilities are not affiliated or partner companies of Image Instruments and work **at their own expense**.

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If you have purchased OnyxCeph³™ through a distributor and have entered into a contract that includes user support in parallel with your purchase, please contact your distributor first.



Technical Support

If you have purchased the software license directly from [Image Instruments](#), please contact Image Instruments for questions related to installation, licensing, and setup of the software, as well as for technical problems.

Image Instruments GmbH
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Office hours:
Monday to Thursday: 9am-5pm | Friday: 9am-2pm CET/CEST

If you have purchased the software through a [distributor](#), the distributor is your contact for such questions. He is also obligated to charge you the annual maintenance fee for updates and upgrades and to forward it to Image Instruments.

Links

	Support Level
	How to launch OnyxHelp

From:

<https://www.onyxwiki.net/> - **[OnyxCeph³™ Wiki]**

Permanent link:

https://www.onyxwiki.net/doku.php?id=en:support_providers

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