

Support Options

**OnyxCeph³™**

Support Categories

Program help	Program help ...
Information	Manuals, documents, flyers ...
Handouts	Handouts
Xplains	Animated help ...
Videos	Video channels ...
Publications	Publications ...
Events	Beginner courses, training, tradeshowes ...
Troubleshooting	Driver updates, Virus scanners, ...
Running OnyxHelp	Launching Online Support
License Request	License Request
Events, Courses	Events, Courses ...

Support Level

- [Level 0: Software Maintenance](#)
- [Level 1: Installation](#)
- [Level 2: Technical Support](#)
- [Level 3: User Support](#)

Level 0 support (provision of updates and upgrades) is offered exclusively online by Image Instruments. A standard annual fee is charged to all licensees. If the software was purchased through a software distribution partner, the annual fee will be charged by the partner under the terms of its support agreement.

Level 1 to Level 3 support is optionally provided or arranged by the software distribution partner through whom the software was purchased. The extent to and the conditions under which it is provided are governed by the terms and conditions of the respective software distribution partner.

Support Contacts

[➤ Instructors / Consultants](#)

Getting Started

[➤ Getting Started](#)

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