

# Support Options



## Support Categories

<a href="#">Program help</a>	Program help ...
<a href="#">Information</a>	Manuals, documents, flyers ...
<a href="#">Handouts</a>	Handouts
<a href="#">Xplains</a>	Animated help ...
<a href="#">Videos</a>	Videos ...
<a href="#">Publications</a>	Publications ...
<a href="#">Running OnyxHelp</a>	Launching Online Support
<a href="#">License Request</a>	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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