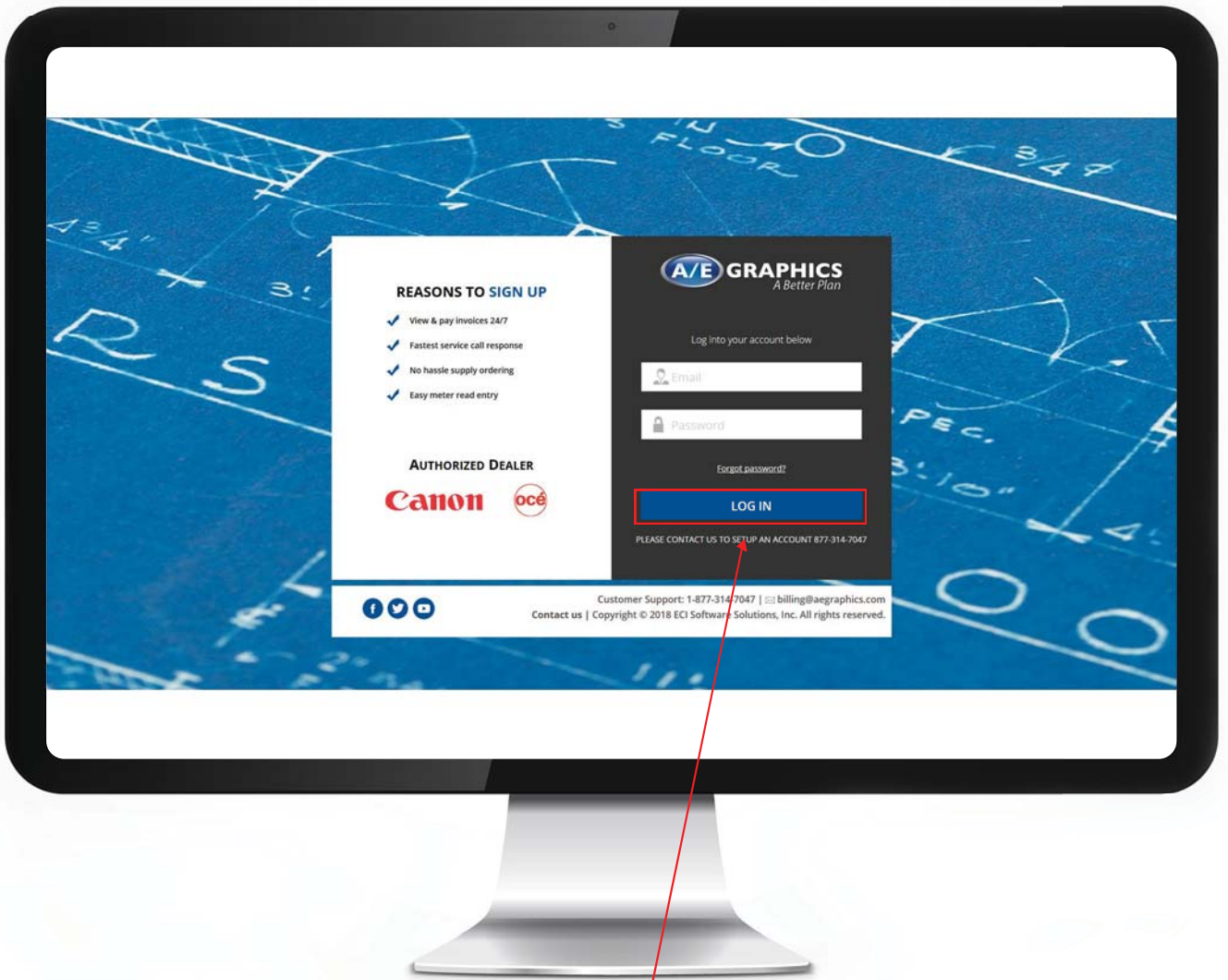


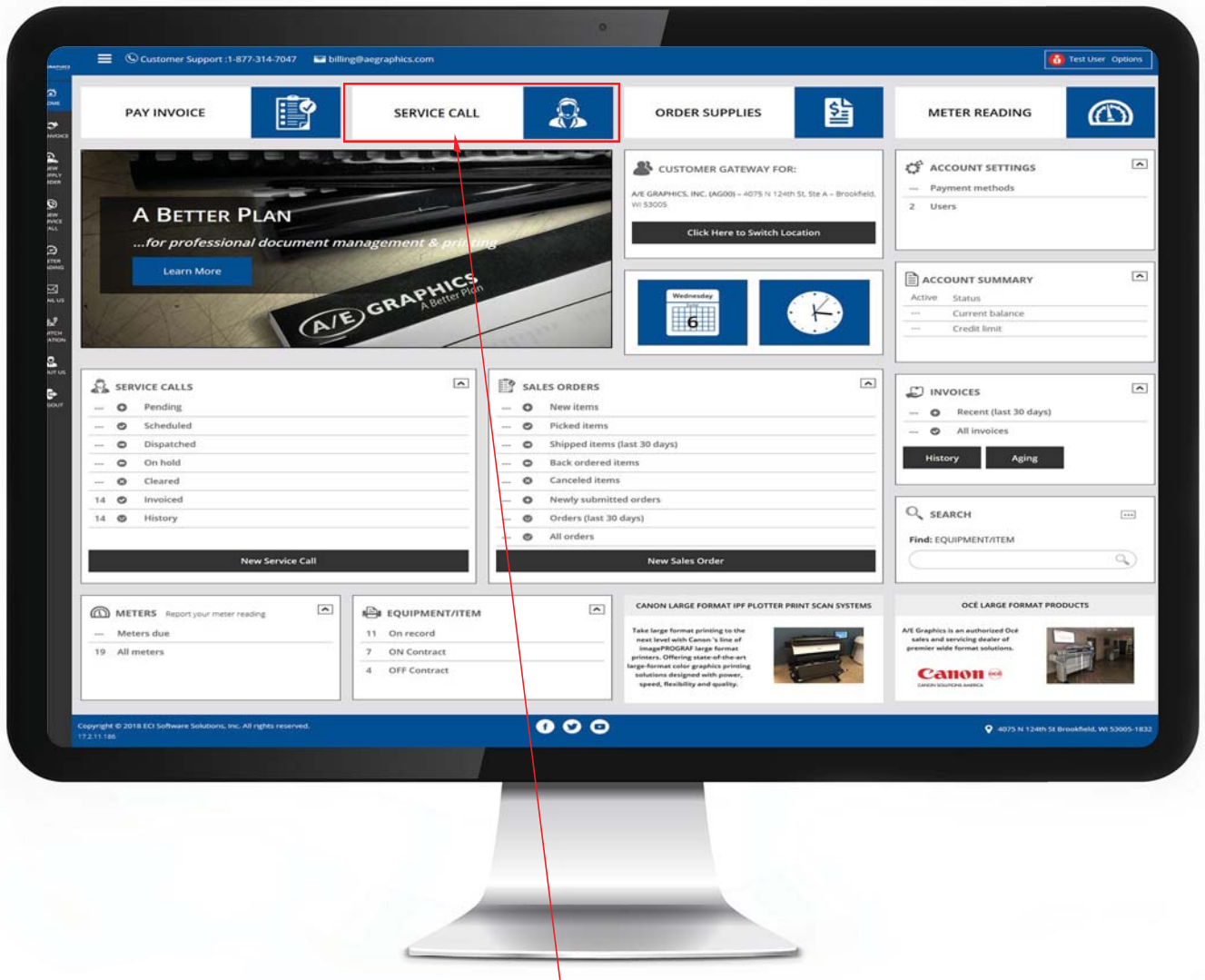
1. How to Place a Service Call:

→ **1.1) Login :-** On the Login screen, enter your Username and Password. Click the Login button.



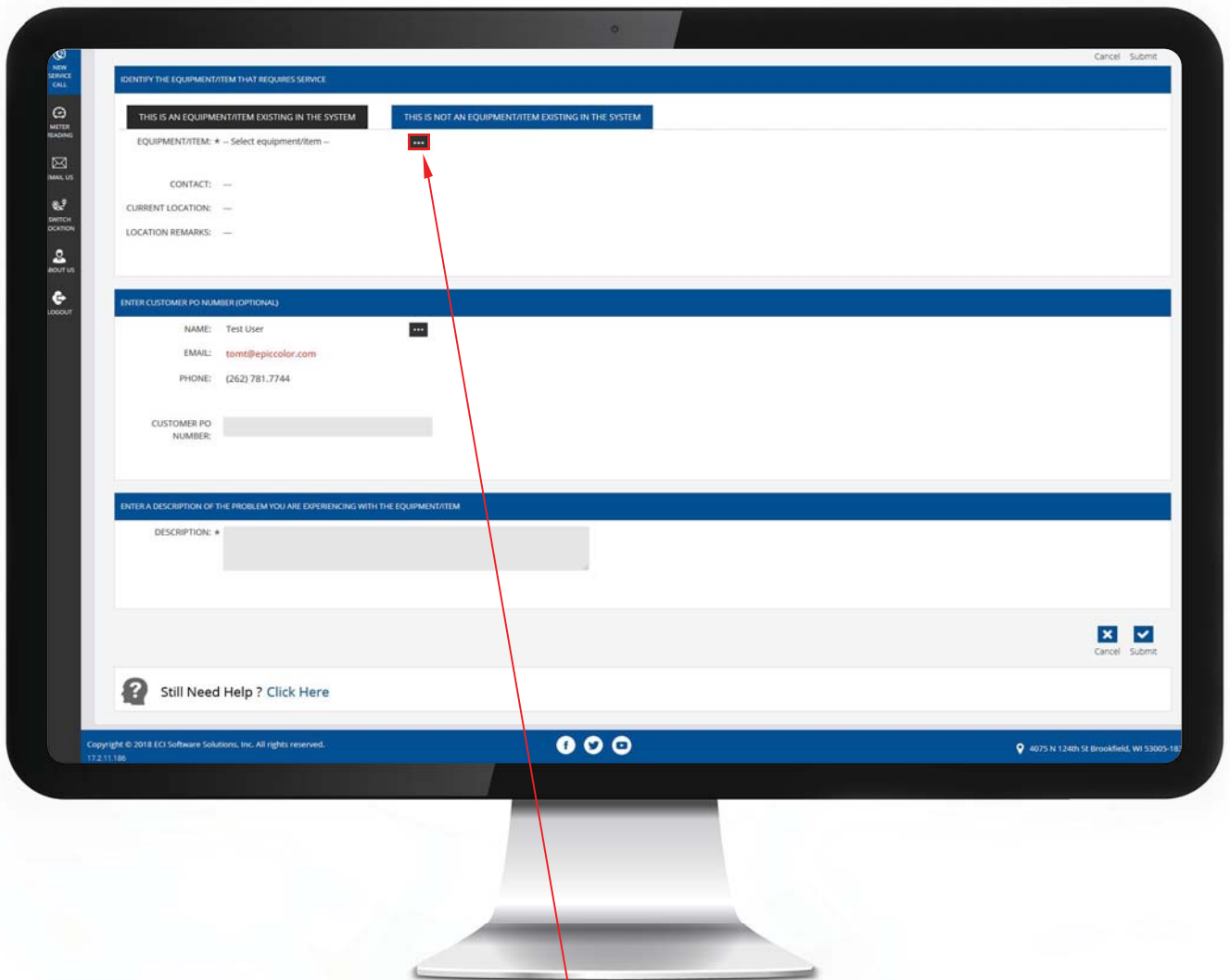
Login Button

→ 1.2) Click on Service Call :- On the Dashboard screen, click on the Service Call button.

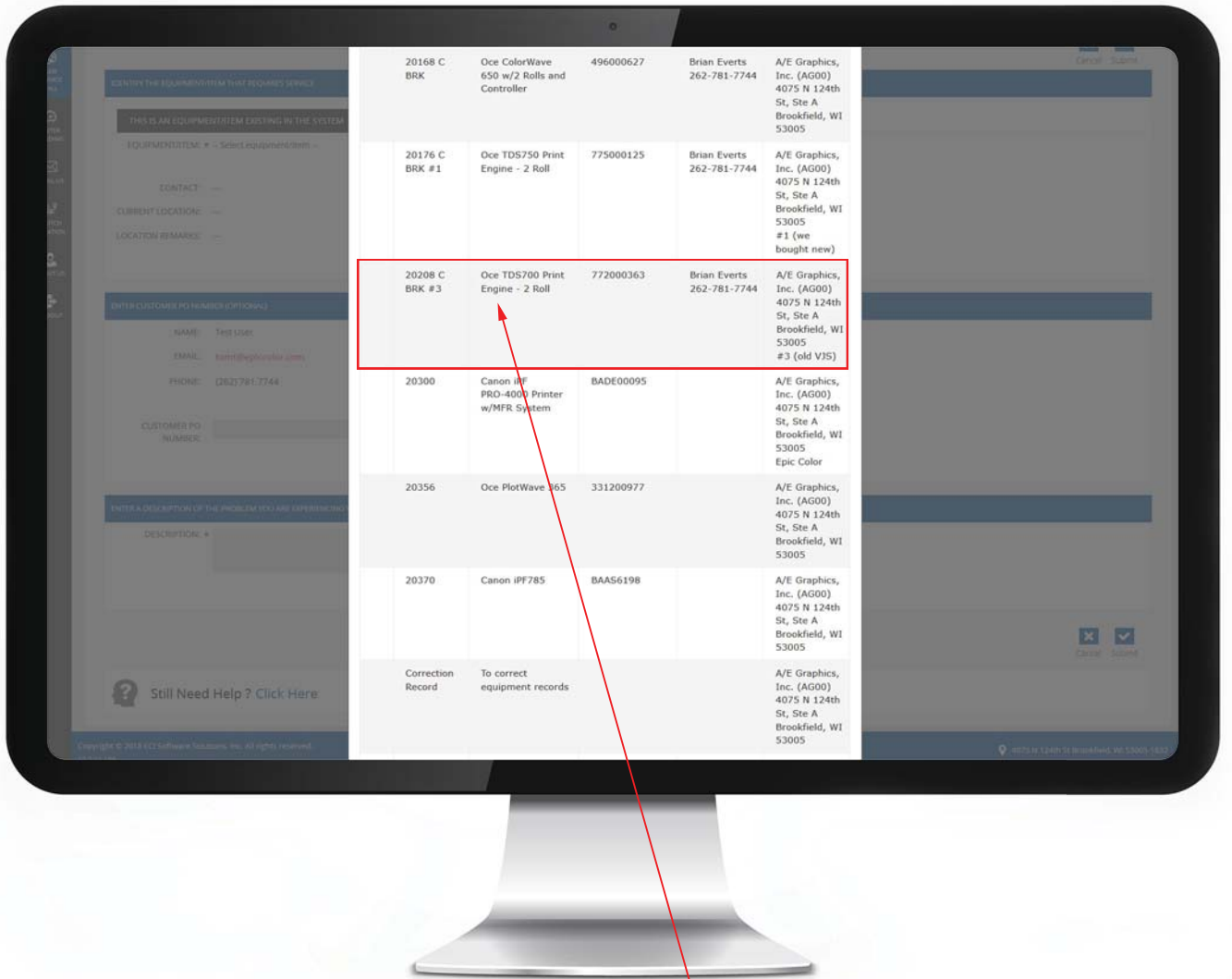


Service Call Button

- **1.3) Select Equipment/Item that needs service :-** On the Service Call screen, click on --Select equipment/item-- to choose the equipment that needs service.



Click here to open the popup with your equipment listed.



Click the equipment that needs service

➔ **1.4) Enter Description :-** Enter the issue you are having in the Description box.

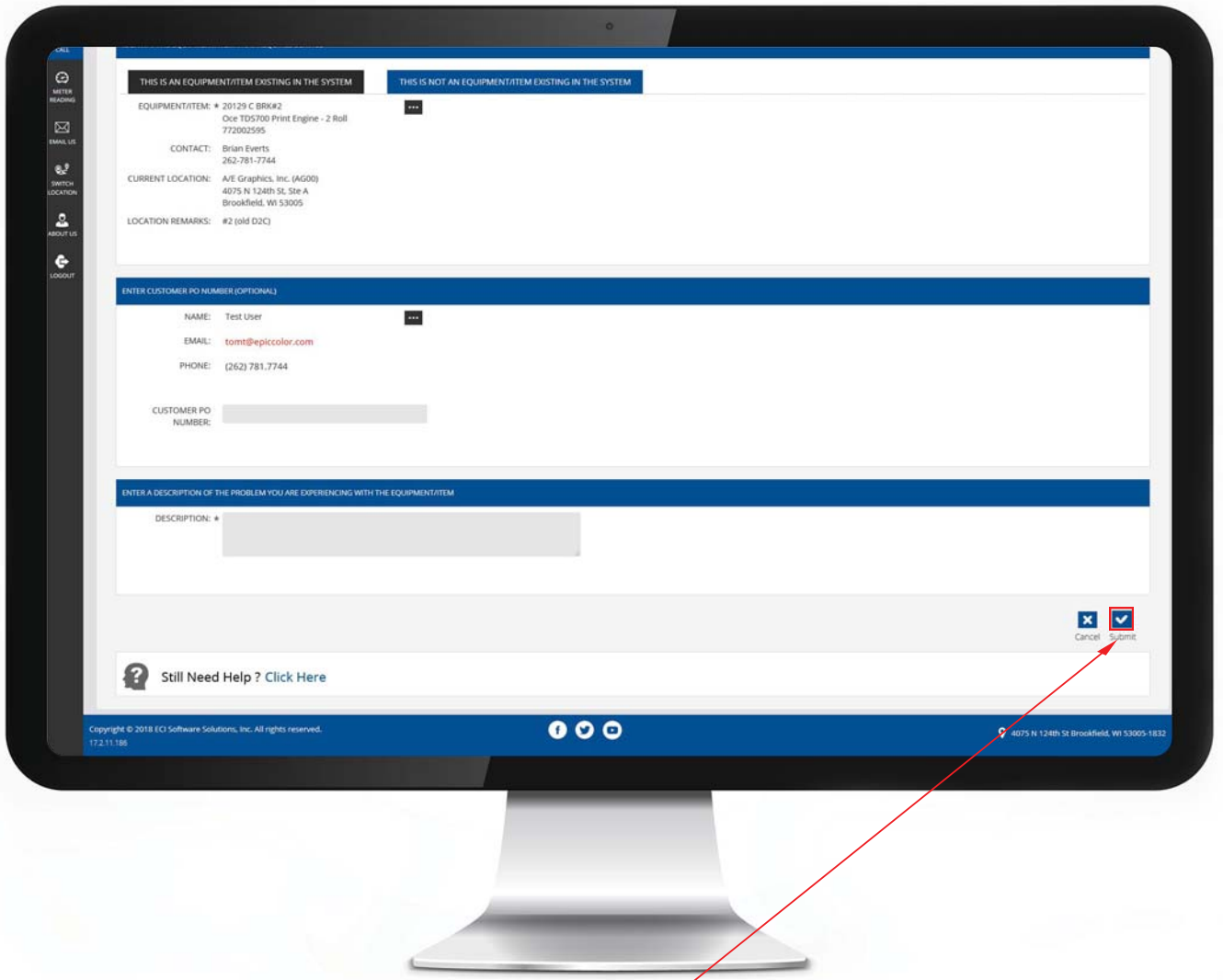
The screenshot shows a web form titled "IDENTIFY THE EQUIPMENT/ITEM THAT REQUIRES SERVICE". It has two tabs: "THIS IS AN EQUIPMENT/ITEM EXISTING IN THE SYSTEM" (selected) and "THIS IS NOT AN EQUIPMENT/ITEM EXISTING IN THE SYSTEM". The form contains the following fields:

- EQUIPMENT/ITEM:** * 20129 C BRK#2
Oce TD5700 Print Engine - 2 Roll
722002595
- CONTACT:** Brian Everts
262-781-7744
- CURRENT LOCATION:** AVE Graphics, Inc. (AG00)
4075 N 124th St. Ste A
Brookfield, WI 53005
- LOCATION REMARKS:** #2 (old D2C)
- ENTER CUSTOMER PO NUMBER (OPTIONAL):**
 - NAME:** Test User
 - EMAIL:** tomt@epiccolor.com
 - PHONE:** (262) 781.7744
 - CUSTOMER PO NUMBER:** [Empty text box]
- ENTER A DESCRIPTION OF THE PROBLEM YOU ARE EXPERIENCING WITH THE EQUIPMENT/ITEM:**
 - DESCRIPTION:** [Empty text box highlighted with a red border]

At the bottom right of the form are "Cancel" and "Submit" buttons. At the bottom left is a link: "Still Need Help? Click Here". The footer contains copyright information: "Copyright © 2018 ECI Software Solutions, Inc. All rights reserved. 17.2.11.186" and social media icons for Facebook, Twitter, and YouTube. The address "4075 N 124th St. Brookfield, WI 53005-1832" is also visible.

Type your issue here.

→ 1.5) Click Save :- Click the Save button to submit your Service Call.



Click here to save your information

Service Call
Complete