

In order to serve FingerTec® Resellers around the globe, FingerTec Worldwide Limited has combined dedicated sales & support personnel and fully adopted modern technologies to minimize the costs for both parties, on top of increasing efficiency and effectiveness of our business operations.

**NOTE:** We may, from time to time, review and improve our support quality to meet your satisfaction, and may extend our office hours to cope with resellers from different time zones. We would note you on the changes and extension of our working hours to suit your requirements.

### TELEPHONE



#### Preferences

Problems on:

- Hardware configuration of FingerTec products.
- Software configuration of TCMS V2.
- Installation of device and planning.

#### Limitation

Different time zones and higher cost.

#### Advantage

Instant support.

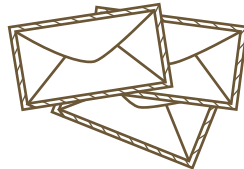
#### The Support Time

According to GMT +0800 Time Zone, our instant support time is from 0900 to 1800, Monday to Friday.

#### General Telephone Line

+6(03) - 8070 9933

### E - MAIL



#### Preferences

- General technical problem that needs just only a few correspondences to solve. For a problem which needs interactive elaboration, please use Online Chat or Instant Messenger.
- When could not get FingerTec Supports through voice chat or not in everyday support time zone.

#### Limitation

The lead time for a response might be longer. But, we try to response within 24 hours provided that your request does not come in Saturday, Sundays and Public Holiday.

#### Advantage

Available 24 hours. You can email us anytime, with or without us on duty.

#### FingerTec® Email Addresses

General Sales:  
[info@fingertec.com](mailto:info@fingertec.com)

Technical Support:  
[support@fingertec.com](mailto:support@fingertec.com)

Training:  
[training@fingertec.com](mailto:training@fingertec.com)

Warranty:  
[warranty@fingertec.com](mailto:warranty@fingertec.com)

### INSTANT MESSAGING

#### Preferable Platform

- MSN
- Skype

#### Preferences

Simple technical problem that needs instant solving.

#### Limitation

The response is instant but it is one-to-one conversation only and there is time constraint.

#### Advantage

Instant support.

#### What You Should?

Go to [www.skype.com](http://www.skype.com) to download Skype and [messenger.msn.com](http://messenger.msn.com) to download MSN Messenger. They are free Internet tools.

#### The Support Time

According to GMT +0800 Time Zone, our instant support time is from 0900 to 1800, Monday to Friday.

#### Our MSN Account

Sales:  
ID = [anajohar@hotmail.com](mailto:anajohar@hotmail.com)  
ID = [meeling82@hotmail.com](mailto:meeling82@hotmail.com)  
ID = [nattzainal@hotmail.com](mailto:nattzainal@hotmail.com)

Support:  
ID = [fingertec\\_support1@hotmail.com](mailto:fingertec_support1@hotmail.com)  
ID = [fingertec\\_support2@hotmail.com](mailto:fingertec_support2@hotmail.com)  
ID = [curtis\\_tan@msn.com](mailto:curtis_tan@msn.com)  
ID = [cy Yong74@hotmail.com](mailto:cy Yong74@hotmail.com)

#### Our Skype Account

Sales:  
ID = ana\_tia (Ms Norana Johar)  
ID = fingertec\_tamy (Ms Tamy Phoon)  
ID = nattzainal (Ms Nattalina Zainal)  
Support:  
ID = fingertec\_support1 (Henry Pang)  
ID = fingertec\_support2 (Aidid)  
ID = curtis\_tan (Curtis)  
ID = cy Yong74 (Chu Yong)

### ONLINE VOICE CHAT

#### Preferable Platform

- Skype

#### Preferences

Complicated technical problem that needs instant solving.

#### Limitation

The response is instant but it is only one-to-one conversation and there is time constraint. The voice quality is inconsistent.

#### Advantage

Instant support and convenient.

#### What You Should?

Kindly go to [www.skype.com](http://www.skype.com) to download Skype. It is a free Internet tool.

#### Required Tool

A headset with microphone.

#### The Support Time

According to GMT +0800 Time Zone, our instant support time is from 0900 to 1800, Monday to Friday.

#### Our Skype Account

Sales:  
ID = ana\_tia  
ID = fingertec\_tamy  
ID = nattzainal  
Support:  
ID = fingertec\_support1  
ID = fingertec\_support2  
ID = curtis\_tan (Curtis)  
ID = cy Yong74 (Chu Yong)

### ONLINE VIDEO SUPPORT

#### Preferable Platform

- MSN

#### Preferences

Support which involves internal board repair, site installation problems and etc.

#### Limitation

The response is instant but it is one-to-one conversation only and there is time constraint. The video quality is inconsistent.

#### Advantage

Instant support and provide more understanding of the problem.

#### What You Should?

Kindly go to [messenger.msn.com](http://messenger.msn.com) to download MSN Messenger. It is a free Internet tool.

#### Required Tool

A PC camera with 640 x 480 pixels and above.

#### The Support Time

According to GMT +0800 Time Zone, our instant support time is from 0900 to 1800, Monday to Friday.

#### Our MSN Account

Sales:  
ID = [anajohar@hotmail.com](mailto:anajohar@hotmail.com)  
ID = [meeling82@hotmail.com](mailto:meeling82@hotmail.com)  
ID = [nattzainal@hotmail.com](mailto:nattzainal@hotmail.com)  
Support:  
ID = [fingertec\\_support1@hotmail.com](mailto:fingertec_support1@hotmail.com)  
ID = [fingertec\\_support2@hotmail.com](mailto:fingertec_support2@hotmail.com)  
ID = [curtis\\_tan@msn.com](mailto:curtis_tan@msn.com)  
ID = [cy Yong74@hotmail.com](mailto:cy Yong74@hotmail.com)