HELP DESK

EUROPE, MIDDLE EAST & AFRICA

Country	Contact Path		Hours of Operation	Conditions
BELGIUM	Phone	0 703 000 19	Normal Business Hours 09 - 18 CET Mon - Thu 09 - 17 CET Fri	Live coverage
	Phone	0 703 000 19	Outside of Normal Business Hours	Requires a i-Serv 24/7 enabled Customer Site ID to access
	Email	support.belgium@psion.com	09 - 18 CET Mon - Thu 09 - 17 CET Fri	Four Hour Response
	Email	hd24@psion.com	Outside of Normal Business Hours	Next HD Business Day
	Web	www.ingenuityworking.com	24/7	Next HD Business Day Via the Teknet application Information, RMAs, Ticket

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EUROPE, MIDDLE EAST & AFRICA

Country		Contact Path	Hours of Operation	Conditions
DENMARK (including NORWAY, FINLAND)	Phone	701 01 606	Normal Business Hours 08 - 18 CET Mon - Thu 08 - 17 CET Fri	Live coverage
	Phone	701 01 606	Outside of Normal Business Hours	Requires a i-Serv 24/7 enabled Customer Site ID to access
	Email	support.denmark@psion.com	08 - 18 CET Mon - Thu 08 - 17 CET Fri	Four Hour Response
	Email	hd24@psion.com	Outside of Normal Business Hours	Next HD Business Day
	Web	www.ingenuityworking.com	24/7	Next HD Business Day Via the Teknet application Information, RMAs, Ticket

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EUROPE, MIDDLE EAST & AFRICA

Country		Contact Path	Hours of Operation	Conditions
FRANCE	Phone	0 825 077 466	Normal Business Hours 09 - 18 CET Mon – Thu 09 - 17 CET Fri	Live coverage
	Phone	0 825 077 466	Outside of Normal Business Hours	Requires a i-Serv 24/7 enabled Customer Site ID to access
	Email	support.france@psion.com	09 - 18 CET Mon - Thu 09 - 17 CET Fri	Four Hour Response
	Email	hd24@psion.com	Outside of Normal Business Hours	Next HD Business Day
	Web	www.ingenuityworking.com	24/7	Next HD Business Day Via the Teknet application Information, RMAs, Ticket

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EUROPE, MIDDLE EAST & AFRICA

Country	Contact Path		Hours of Operation	Conditions
GERMANY	Phone	+49 2154 9282 33	Normal Business Hours 08 - 17 CET Mon – Fri	Live coverage
	Phone	+49 2154 9282 33	Outside of Normal Business Hours	Requires a i-Serv 24/7 enabled Customer Site ID to access
	Email	support.germany@psion.com	08 - 17 CET Mon – Fri	Four Hour Response
	Email	hd24@psion.com	Outside of Normal Business Hours	Next HD Business Day
	Web	www.ingenuityworking.com	24/7	Next HD Business Day Via the Teknet application Information, RMAs, Ticket History

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EUROPE, MIDDLE EAST & AFRICA

Country		Contact Path	Hours of Operation	Conditions
ITALY	Phone	848 350 009	Normal Business Hours 09 - 18 CET Mon - Thu 09 - 17 CET Fri	Live coverage
	Phone	848 350 009	Outside of Normal Business Hours	Requires a i-Serv 24/7 enabled Customer Site ID to access
	Email	support.italy@psion.com	09 - 18 CET Mon - Thu 09 - 17 CET Fri	Four Hour Response
	Email	hd24@psion.com	Outside of Normal Business Hours	Next HD Business Day
	Web	www.ingenuityworking.com	24/7	Next HD Business Day Via the Teknet application Information, RMAs, Ticket

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EUROPE, MIDDLE EAST & AFRICA

Country		Contact Path	Hours of Operation	Conditions
LUXEMBURG	Phone	800 40 003	Normal Business Hours 09 - 18 CET Mon - Thu 09 - 17 CET Fri	Live coverage
	Phone	800 40 003	Outside of Normal Business Hours	Requires a i-Serv 24/7 enabled Customer Site ID to access
	Email	support.luxemburg@psion.com	09 - 18 CET Mon - Thu 09 - 17 CET Fri	Four Hour Response
	Email	hd24@psion.com	Outside of Normal Business Hours	Next HD Business Day
	Web	www.ingenuityworking.com	24/7	Next HD Business Day Via the Teknet application Information, RMAs, Ticket

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EUROPE, MIDDLE EAST & AFRICA

Country	Contact Path		Hours of Operation	Conditions
NETHERLANDS	Phone	0 900 202 2924	Normal Business Hours 09 - 18 CET Mon - Thu 09 - 17 CET Fri	Live coverage
	Phone	0 900 202 2924	Outside of Normal Business Hours	Requires a i-Serv 24/7 enabled Customer Site ID to access
	Email	support.netherlands@psion.com	09-18 CET Mon - Thu 09-17 CET Fri	Four Hour Response
	Email	hd24@psion.com	Outside of Normal Business Hours	Next HD Business Day
	Web	www.ingenuityworking.com	24/7	Next HD Business Day Via the Teknet application Information, RMAs, Ticket

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EUROPE, MIDDLE EAST & AFRICA

Country	Contact Path		Hours of Operation	Conditions
PORTUGAL	Phone	808 202 617	Normal Business Hours 09 - 18 CET Mon - Thu 09 - 17 CET Fri	Live coverage
	Phone	808 202 617	Outside of Normal Business Hours	Requires a i-Serv 24/7 enabled Customer Site ID to access
	Email	support.portugal@psion.com	09-18 CET Mon - Thu 09-17 CET Fri	Four Hour Response
	Email	hd24@psion.com	Outside of Normal Business Hours	Next HD Business Day
	Web	www.ingenuityworking.com	24/7	Next HD Business Day Via the Teknet application Information, RMAs, Ticket

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EUROPE, MIDDLE EAST & AFRICA

Country	Contact Path		Hours of Operation	Conditions
SPAIN	Phone	902 014 869	Normal Business Hours 09 - 18 CET Mon - Thu 09 - 17 CET Fri	Live coverage
	Phone	902 014 869	Outside of Normal Business Hours	Requires a i-Serv 24/7 enabled Customer Site ID to access
	Email	support.spain@psion.com	09 - 18 CET Mon - Thu 09 - 17 CET Fri	Four Hour Response
	Email	hd24@psion.com	Outside of Normal Business Hours	Next HD Business Day
	Web	www.ingenuityworking.com	24/7	Next HD Business Day Via the Teknet application Information, RMAs, Ticket

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EUROPE, MIDDLE EAST & AFRICA

Country	Contact Path		Hours of Operation	Conditions
SWEDEN	Phone	077 120 0130	Normal Business Hours 08 - 18 CET Mon - Thu 08 - 17 CET Fri	Live coverage
	Phone	077 120 0130	Outside of Normal Business Hours	Requires a i-Serv 24/7 enabled Customer Site ID to access
	Email	support.sweden@psion.com	08 - 18 CET Mon - Thu 08 - 17 CET Fri	Four Hour Response
	Email	hd24@psion.com	Outside of Normal Business Hours	Next HD Business Day
	Web	www.ingenuityworking.com	24/7	Next HD Business Day Via the Teknet application Information, RMAs, Ticket

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EUROPE, MIDDLE EAST & AFRICA

Country	Contact Path		Hours of Operation	Conditions
SWITZERLAND	Phone	0 848 000 330	Normal Business Hours 09 - 18 CET Mon - Thu 09 - 17 CET Fri	Live coverage
	Phone	0 848 000 330	Outside of Normal Business Hours	Requires a i-Serv 24/7 enabled Customer Site ID to access
	Email	support.switzerland@psion.com	09 - 18 CET Mon - Thu 09 - 17 CET Fri	Four Hour Response
	Email	hd24@psion.com	Outside of Normal Business Hours	Next HD Business Day
	Web	www.ingenuityworking.com	24/7	Next HD Business Day Via the Teknet application Information, RMAs, Ticket

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EUROPE, MIDDLE EAST & AFRICA

Country	Contact Path		Hours of Operation	Conditions
UNITED KINGDOM	Phone	0 870 026 6371	Normal Business Hours 09 - 18 CET Mon – Fri	Live coverage
	Phone	0 870 026 6371	Outside of Normal Business Hours	Requires a i-Serv 24/7 enabled Customer Site ID to access
	Email	support.uk@psion.com	09 - 18 CET Mon - Fri	Four Hour Response
	Email	hd24@psion.com	Outside of Normal Business Hours	Next HD Business Day
	Web	www.ingenuityworking.com	24/7	Next HD Business Day Via the Teknet application Information, RMAs, Ticket

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EUROPE, MIDDLE EAST & AFRICA

Country	Contact Path		Hours of Operation	Conditions
MEAN	Phone	+33 442 50 74 85	Normal Business Hours 09 - 18 CET Mon - Thu 09 - 17 CET Fri	Live coverage
	Phone	+33 442 50 74 85	Outside of Normal Business Hours	Requires a i-Serv 24/7 enabled Customer Site ID to access
	Email	support.mean@psion.com	09 - 18 CET Mon - Thu 09 - 17 CET Fri	Four Hour Response
	Email	hd24@psion.com	Outside of Normal Business Hours	Next HD Business Day
	Web	www.ingenuityworking.com	24/7	Next HD Business Day Via the Teknet application Information, RMAs, Ticket