

BIOPAC Technical Support



Industry-leading Support

Professional Support Staff Dedicated to Customer Success

BIOPAC's scientific instrumentation is used in 99% of the world's top 100 universities and in Global Fortune 500 companies across many industries.

BIOPAC's trained technical support staff provide world-class technical support, using the latest technology, to maximize the power of BIOPAC products. Our team has years of experience with BIOPAC products and provides fast, courteous support, over the phone, in an online meeting, or by email. Support staff consult with customers on a variety of topics including equipment setup, analysis, and troubleshooting. Support team members work with customers to diagnose and resolve hardware and software issues.

Support Hours: Monday through Friday, 8am to 5pm Pacific Time

Contact Support: Email support@biopac.com
Online support request biopac.com/support-request
Telephone +1.805.685.0066 ext. 2
Support team members respond within one business day.

BIOPAC Support Options

INCLUDED

BIOPAC provides free technical support for the first twelve months after initial purchase and offers ongoing free technical support to customers with the latest shipping version of the software. To access BIOPAC'S world-class support, please upgrade to the latest version of the software; software is typically updated approximately once a year. All BIOPAC hardware is under warranty for 12 months unless otherwise specified.

All MP research system customers receive a complimentary, 30-minute Setup-and-Go Training with technical staff who help ensure the system is properly configured. This training includes a quick overview of the *AcqKnowledge* software features and options.

Detailed feature-specific webinars, tutorials, and application notes are available on the BIOPAC website.

ADDITIONAL

BIOPAC now offers Platinum Support, On-site Training and Support Tickets. With any of these options, support staff can spend more time optimizing specific setup requirements. It's like having a BIOPAC guru in the lab. *Page two includes more details.*

Why Upgrade Software?

Always have latest features.

Faster, more efficient support.

Extend the life of your investment.

BIOPAC software upgrades are an inexpensive way to keep your investment up-to-date. The upgrades ensure that you can use your BIOPAC products on the latest operating systems. Running the latest software version also ensures that our support staff have current information to share with you about the platform you are using.



Support solutions to address every unique project in a timely and efficient manner



Introducing Platinum Support

Take advantage of all BIOPAC has to offer with BIOPAC Platinum Support—now available to aid development of complex analysis procedures with optimal workflow. Platinum Support includes ongoing help with experiment setup so you get the data you want and can later extract meaningful statistics.

The Platinum Support license includes the following:

- Experiment setup training specific to your research goals (online)
- Assistance in devising multi-step analyses
- Guidance in development of data prep/event mark cleanup algorithms to improve and refine results of automated analyses
- Creation of in-depth expressions/calculation channels
- Advanced support for debugging your data analysis—includes scripting/debugging help, software programming, API setup, and Network Data Transfer support

**Maximize the
Power of Your
BIOPAC
Solutions**

Onsite Training

Bring BIOPAC experts to your site for customized, onsite training. BIOPAC provides one-on-one or team-based training tailored to your project. Whether you are setting up a new experiment with new equipment or need advanced analysis and scripting, BIOPAC experts will set you up for success.

Support Ticket Packages

BIOPAC staff provide custom solutions for complex projects in [AcqKnowledge](#) or the [Developer Suite](#) of products, ensuring success with high quality data analyzed according to your specifications.

Take advantage of all *AcqKnowledge* has to offer

Platinum support licensing is available to help you develop complex analysis procedures with optimal workflow. Platinum support allows BIOPAC technical staff to partner with researchers on achieving their goals to collect and analyze data efficiently and successfully.

Contact Your Local Representative to Learn More

New Platinum Support
Software Upgrades
Support Ticket Packages

Onsite Training
Additional Set Up & Go Training
Prices are available upon request.

BIOPAC

(805) 685-0066 ext. 2

support@biopac.com

www.biopac.com/support-request