



Documents Library

- Click the yellow **Help** button from anywhere in The Edge to receive help about that screen or search by keyword.
- See your on-screen **PDF User Guide** or refer to your printed **User Guide**.
- See **EdgeUser.com, Documents** for an array of tip sheets and videos.



Email

- Email **support@ajsllc.com**. We will open a case for qualification.
- See the section below entitled **Preparing for Support**.



Call

- Your call will be qualified by a support coordinator who will set priority for your case in our queue.
- Call in the US: **877-844-0002** or Internationally: **+1-203-567-1900**.
- See the section below entitled **Preparing for Support**.



Fax

- Send a fax to: **877-683-4888**.
- See the section below entitled **Preparing for Support**.



Remote Assistance

- So we can see your screen or transfer files during a case, you may be asked to start a remote session.
- To request remote assistance, email **support@ajsllc.com**.
- Connect by browsing to **help.edgeuser.com** or from The Edge by clicking **Help ► Online Assistance**.



Appointments

- Email **support@ajsllc.com**.
- Recommended for installations, hardware swaps, new workstations, etc.
- To minimize cost to you, request appointments that coordinate with consultants' visits.

Preparing for Support:

- The Edge version you are running (in the lower left corner of The Edge main screen)
- A description of the assistance required
- Whether the action has been successful in the past
- What has changed recently (Edge update, new hardware, etc.)
- Level of urgency
- The Windows operating system you are running.

Support Hours:

- Standard: Monday through Friday 9:00 a.m. to 5:30 p.m. ET.
- On-call: Weeknights 5:30 p.m. to 9:30 p.m., Saturdays 10:00 a.m. to 6:00 p.m. ET. You must call 877-844-0002.
- Holiday support and schedule changes: Posted on the Newsfeed.

Store Champion: Pick an individual who will coordinate support contact, questions, and setup and effectively communicate that with your team.

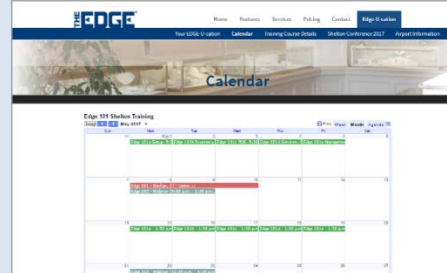


You have questions? We have answers! You're always welcome to call for support, but to get the most from The Edge, take a look at the variety of user resources available from Abbott Jewelry Systems.

Associate and Management Training

With knowledge comes the ability to unleash the full potential of The Edge and your business. Take advantage of the variety of regional training classes, classroom work at our Shelton, Connecticut, headquarters, or the numerous webinars that you can take from anywhere.

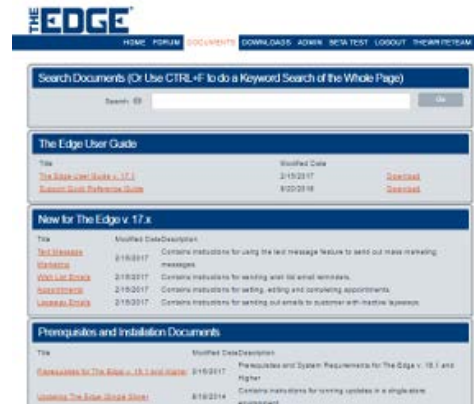
To find out how you can get free, unlimited training, contact service@ajsllc.com.



EdgeUser.com

At EdgeUser.com, you'll see:

- New user videos (good for a brush up, too!)
- Specific feature videos
- Tip sheets on getting the most from new and even not-so-new features
- An extra link to The Edge User Guide in PDF (which is also installed on your desktop)
- We also have a Downloads area where you can get the most recent Vendor Catalogs, ZIP Code files, and of course, the latest version of The Edge.



Help at Your Fingertips

The most convenient and all-encompassing reference tool is The Edge's On-Line Help System, which is built right into The Edge interface and [available on-line](#). From there, you can browse a topic, search the index, or do a full key-word search. When working in The Edge, many screens contain a yellow Help button built right in; it will automatically open to the topic for that screen.



The Edge User Guide

Available on your desktop as a PDF or annually in printed form from [Customer Service](#) is The Edge User Guide. The PDF is automatically installed or updated on your computer desktop every time you install or update The Edge.

