

Authorized Service Provider (ASP) Training Program on Visioneer® and Xerox® DocuMate® Scanners.

The Visioneer Authorized Service Provider (ASP) Training Program and Certification is offered to Service VARs (Value Added Resellers) who are interested in providing direct technical support and repair service to their end users.



In addition to training, the program provides access to obtain internal parts and components necessary to provide repair service for most Visioneer® and Xerox® DocuMate® products.

The training is conducted on-line, through web-based presentations and instruction tools. The duration of training session(s) will vary based on the products and procedures to be covered.

The Training Presentation covers:

- Product Specifications
- Setup
- Hardware Maintenance
- Common Issues
- Troubleshooting Software Issues
- Troubleshooting Hardware Issues
- Product Demonstration (upon request)
- Product Disassembly and Repair

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or visit www.formstack.com/forms/?1251684-od9DF7Y1rT

Program Benefits:

By completing the ASP training program, the Service VAR will have access to the following resources:

- Product Repair Service Guides
- Parts catalogues for internal components needed to repair Visioneer and Xerox® DocuMate® products
- Direct access to Visioneer Tier 3 Technical Support for Software or Hardware escalation issues
- Technical Support:

If standard troubleshooting guidelines provided during certification training do not lead to a resolution of the issues experienced by the Service VAR's client, the Service VAR may escalate the issue to Visioneer. One primary person and one back-up person per Service VAR may email the Visioneer Escalation Technical Support team with details of the issue. The Escalation Technical Support team has a 48-hour turn around for response. If a problem is reported on the weekend it will be addressed in the following week.

Certification Requirements:

To obtain certification, the Service VAR must agree to the following:

- A one-time \$1,500 certification fee.
- Any service manuals, information and/or other documentation provided to the Service VAR will be kept confidential and will not be provided to any third party without Visioneer's express written permission.
- Components and parts purchased and obtained from Visioneer through this agreement shall be used exclusively by the Service VAR to repair Visioneer and Xerox scanner products only. Components and parts may not be resold nor used to repair any non-Visioneer or Xerox scanner product.
- Products repaired and serviced by the Service VAR become the sole responsibility of the Service VAR to service and maintain. Repaired units may not be returned to Visioneer and will no longer be considered as covered under Visioneer's warranty.