

Support Contacts

Preferred Vendors:

Our preferred vendors offer support as part of their service offering or as an additional warranty or maintenance plan. We encourage our clients to utilize their support services as primary support. The information below is for your convenience and subject to change without notice.

Vendor	Support Contact	Hours
Apple	1-800-APL-CARE	7 Days/Week, 6 AM - 6 PM PST
Lightspeed	http://www.lightspeedretail.com/support/my.lightspeedretail.com 1-866-932-1801	M - F: 9am - 9pm EST M - F: 9pm - 1am EST (Critical only) Saturday: 10am - 6pm EST
POSLavu	http://support.poslavu.com support@poslavu.com 1-855-528-8457	24/7/365
ShopKeep	http://help.shopkeep.com support@shopkeep.com 1-800-820-9814	
Google Apps	http://support.google.com	24/7/365
Office 365	http://www.microsoft.com/en-us/office365/support.aspx	24/7/365

Digital Reality:

Support coverage offered Monday - Friday, 9 AM - 6 PM EST. Evening and weekend support for emergencies is available. Support is typically billed at T&M rates as per agreement. While we strive to be response to urgent issues, our response times are not guaranteed.

- **Phone: 1-877-622-2491 x 1**
- **Email:** Send to **support@digitalrealityinc.com** with a descriptive subject and summary.

