How Do I Contact Technical Support?

Blog · https://retailedge.com/docs/how-do-i-contact-technical-support

The RetailEdge Support Department would like to thank you for using RetailEdge as your Point of Sale solution. We respect and value your time so we'd like to offer some pointers on how to best take advantage of our support offerings.

Standard Hours and Enhanced Hours

Standard technical support for all customers is available **Monday-Friday, 9:30 A.M. to 5:30 P.M**. EST. If you'd like to call us, we can be reached at 802-549-4617.

Gold level customers receive additional support hours (**9:30 AM to 8:30 PM EST**) and weekend support for sales emergencies.

How it works

All our technical support calls are triaged based on severity and type of issue. We do this for two main reasons:

1. We want to make sure that we respond to you as quickly as your situation demands.
2. We don't want you to waste your time holding for a technician. We could certainly implement a hold queue but we figure you have better things to do than be strapped to your phone.

How to get the fastest response

To get the fastest response **just leave a message** with your phone number, name, and business name and brief description of the issue, problem or question. We call back customers with serious sales emergencies first and then customers with less pressing issues. In either case, please be assured that we will call you back.

Things that *won't* help

Here are somethings that won't help you get faster response.

Not leaving a message

If you don't leave a message, we have a record of your call but not what your problem is. If we don't see a message we assume that you have solved your problem yourself (congratulations!) and don't need a call back.

Leaving a non-specific message

Leaving a message without any specifics, does not let us know how critical or non-critical your issue is. This may actually lead to a slower call back time.

Leaving a message in the wrong mailbox

This works both ways. Leaving a message in the emergency box when it is not an emergency does not increase your call back time. **ALL** calls are triaged. And visa versa, if your issue **IS** an emergency (e.g, can't ring in sales, etc.) please let us know that too.

Phone Cycling

Calling various extensions and different voice mailboxes just takes you more time and will not expedite a return phone call. We can see when this happens and it will not get you a faster response.

Using the emergency line when not a sales emergency

This line is for sales emergencies. A sales emergency is an issue is preventing you from selling. For example:

- AServer crash,
- RetailEdge won't start,
- receipt printer is unresponsive, or
- integrated credit card terminal is down

This is a very useful option for after hours and weekends as it will **push notifications out to technical support staff on call**. Please be judicious when using this option as it allows us to provide technical support to the customers who need it most.

How to navigate the phone directory

You can get to where you need to be more quickly by selecting the proper phone menu options.

When you dial in **Press 2** on the keypad to enter the Technical support line .

If you are a Gold plan member please select **Option 1**.

Silver or Bronze level please select **Option 2**.

If you are not sure whether you are on a technical support plan, in RetailEdge select **About** from the **Help** menu. This will tell you if you are Gold, Silver or Bronze level.

Email Support

We offer email based support for non pressing needs as well as quick how to questions. We can be reached at support@retailedge.com.

Customer Support Plan Options

If you would like to learn more about our plans please see visit the following links for information about our customer support options:

Technical Support Offerings and Software Maintenance Plans