Supply chain

Anoto Product Knowledgebase in Anoto Support Portal.

Severity Level: Medium

Dear Valued Partner and Direct Customer,

We would like to inform you about updates to the Product Knowledgebase located in the Anoto Support Portal that serves all of our Anoto Partners and Direct Customers.

Background

During the end of 2013, Anoto launched a new Anoto Support Portal replacing previous support ticketing systems. Anoto Support Portal is the entrance for any support requests and questions about Anoto products and deliverables.

In the past we had several different locations for product related information and knowledge data. In order to streamline the different locations we have moved all product support related data into one single Product Knowledgebase now located within Anoto Support Portal.

Anoto Product Knowledgebase includes product documentation, FAQ's, and downloads. It will be continuously updated with new information. We are therefore making arrangements to close the old locations and offer you a single location.

Location and log in

Anoto Support Portal including the Anoto Product Knowledgebase can be viewed here: http://support.anoto.com

If you are a new Anoto Support Portal user you need to sign up for a user account in order to add new support requests and gain access to Anoto Knowledge Base. This is done by selecting the Log in button and then choosing Sign up on the next page.

What is available

Once logged in, Anoto Support Portal will provide you with an overview of your support requests as well as useful topics that you can access from within the Knowledgebase.

Introduced at the end of 2013, Knowledgebase is now opening up more sections. Additional information has been added and is available to you such as general product information, FAQ sections and various product downloads. Depending upon the products purchased and subject to a valid support and maintenance agreement, you may also have access to further information relating to product specification documents and sample code.

Next step

The website for Anoto Partners will no longer be updated and maintained as we are planning to close this website shortly. All product information and support related data has been transferred from the old Anoto Partner website to the Knowledgebase within Anoto Support Portal. The same applies to the old Knowledgebase within the websites of Ubisys and PaperIQ.

Updated continuously, Anoto Knowledgebase will always provide you with valuable information and the latest product updates.

You are welcome to send us any questions, feedback and ideas about topics for the Knowledgebase by adding a ticket at http://support.anoto.com

Also, please ask any questions about Anoto products and deliverables by simply adding a ticket while visiting Anoto Support Portal.

Sincerely,

Petronella

Petronella Gottholdsson Lawin
Senior Vice President, Technical Services