cContact us page

* Include the header from the other pages
* Include the footer
* Set the title as “Please contact the LC Technologies Support Team”
* Under that a short explanation
  + Were sorry the issue you’re having isn’t covered in the knowledge base. You will need to contact a support representative to get further assistance with this issue. Please have the following information ready before you call:
    - Any troubleshooting steps you have tried.
    - Any further issues you discovered from following the steps provided by the knowledge base, if any.
    - Your Eyegaze Edge system serial number, which can be found on the back side of your keyboard and on your power brick. It is an 8 digit number in XXXX-XXXX format.
* Under that, steps to follow before calling
  + In order to make sure the support team can properly assist you, please follow the steps below before calling.
    - Have your wireless keyboard on hand and connected. Check to make sure the keyboard works my using the touchpad to move the mouse on your Eyegaze Edge.
      * Include image of keyboard
    - Turn on your Eyegaze Edge system and exit out of all applications. You can exit out of the Eyegaze application by pressing the escape (esc) key on your keyboard. You should have the system desktop visible.
      * Find the “Remote Support” icon on your desktop, which should be in the top row of icons and double click it.
      * Wait until the remote support window pops up, which may take up to 20 seconds.
        + Include images of remote support

KEYBOARD IMAGE - <https://assets.logitech.com/assets/54246/wireless-touch-keyboard-k400-plus.png>