Availing Registration:

Every Relyon product may need a registration key (soft key) to activate the full usage. On purchase of such licenses, a Card will be issued containing the PIN number for registration. This PIN number has to be used along with Computer ID (generated on Product) at www.imax.relyonsoft.com/register and avail the soft key.

Availing Re-Registration:

In case of any system failure, you are expected to have a backup of LICENSE file. Such license file can be restored back to the same system, once you re install the software. On an extraordinary case, if you are found missing with license file, you can raise a request for re-registration over email to dealers@relyonsoft.com. Such request should contain the "reason for re-registration". Such queries would include a random check and investigation of the system and further, a new "soft-key" will be delivered. Note that, no requests for re-registration will be entertained other than through email.

Availing Support:

Relyon ensures satisfied customer. Relyon Support Department functions on general working hours, 6 days a week (subject to change with prior notice). Customers can avail the support on below procedure:

1. **Level 1**: Contact Relyon Support department by emailing to support@relyonsoft.com. The queries would be addressed by 2 working hours. This service is totally free for registered users of such product. Customer has to quote valid Customer ID belonging to him for such correspondences.
2. **Level 2**: If you do not receive the reply to the email requests, you can also place a call on your local support number **1860-425-5570**. Please quote your customer ID and earlier interactions made, if any.
3. **Level 3**: If you need any extra assistance to resolve the issue, we would be using extra level of supporting system in below hierarchy.
   a. **Remote access**: In case if your system is connected to internet, our support officer would request a connection to your system over the internet. This will have an authentication level from your end and will be passed through a secure connection. Over such access, the issue would be clarified / resolved.
   b. **Onsite Visits**: Relyon support engineer can also make an onsite visit, in case any of other option remains failed. Note that, such visits may be on a chargeable basis. Onsite visit requests have to be raised at www.relyonsoft.com.

Upgrading Relyon Software:

For updating the latest versions please run the Web Updates under **Utility/Tools** menu if your system is connected with the internet. Open web update, download the latest upgrade available and Install it after download is completed.

You can also download the upgrade patch from our website http://imax.relyonsoft.com/customer

Login to your Relyon Account by providing the Customer ID and Password. Click on **Product Updates** --> **Select Product** and download the update. After downloading completed, double click on it and run. This will upgrade the product.

Backup / Restore:

It is advised to take regular backup of the data and it is mandatory in case of any sort of system change / failure. It can be taken through Backup/Restore options provided in **Tools / Utility** menu. However Relyon also provides facility to automatically take backup of data in all its softwares. The settings can be set in **Auto backup Settings** in **Tools / Utility** menu. Ensure the proper Auto Backup Settings for securing the data which is very important for software users.

In case of any Problem request you to follow the below Steps to escalate the problem:-

Step 1: Talk to Sales Executive- You can contact him by his Mobile or through mail which will be there in his visiting card.
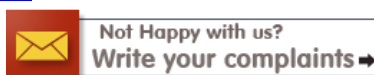
Step 2: Talk to Branch Head – with visiting our Web site www.relyonsoft.com - Home Page - Contact us

Step 3: Place call in the live call back request by visiting our website www.relyonsoft.com – Home page – Live call back.

Step 4: Final Escalation - Write your Complaint – Home Page.

   a)   Visit www.relyonsoft.com

   b)   On Main page look for click on the same.

   c)   You'll be re-directed to page "**Write Your Complaints**"

   d)   Enter the necessary details and click on **"Submit"**.

This complaint gets directly submitted to Relyon Management, and will be looked into on top priority.

Relyon Softech Ltd- Bank Details

Find here with the Bank of India details for NEFT/RTGS and avoid Cash Payments to our executives.

Registered Name as in Bank Records	Relyon Softech Ltd.
Name of the Bank	Bank of India
Address of the Branch with Pin Code	Bank of India JC Road Branch Bangalore-560002
Account Number	840730110000046
MICR Code of the Branch (9 Digits)	560013005
Type of Account	Cash Credit Account
RTGS / NEFT / IFSC Code (If Available)	BKID0008407
Reconfirm Account Number	840730110000046

8407 – Branch Reconciliation Code